

Strategies to Improve Conflict-Resolution Practices

Once you have identified your style, consider the following strategies to improve your conflict-resolution practices.

If you are competing:

- Let go your position for a moment. Think about what the other person needs and wants.
- Work with others to identify underlying concerns and issues.
- Consider all the options, and how all the parties stand to benefit from each one.

If you are accommodating or avoiding:

- Focus on your own concerns. What are your needs and goals?
- Give yourself time to gather data that support your case—your goals and reasons they matter.
- Take a deep breath; calmly state your concerns and why they are important.
- If you sense that a confrontation is brewing, don't just give up. Objectively present your point of view while providing data to support it.

If you are compromising:

- Slow down. Don't always choose the fastest solution. Take your time to find alternatives that really work for everyone.

If you are collaborating:

- Make your thinking explicit when you're at the table. Help your colleagues understand how you work with others to find solutions that benefit everyone.