

# MANAGING CONFLICT

## *Frontline Leader Snapshot*

Conflict is based on past experiences, communication styles, and personal triggers. When you increase your conflict awareness and how it affects you both physically and emotionally, you'll be able to manage your response to conflicts more appropriately.

### Approaches to Conflict

An approach to conflict is a method of responding to disputes that significantly influences the resolution process. It is reflective of the individual's goals and personal strategies for achieving a desired outcome to the conflict. Each approach involves varying levels and types of interaction with others and is more likely to be used by individual with a particular expression style.

***There are five main approaches to conflict:***

Approach	Description
<b>Avoiding</b>	One party withdraws from, or denies the existence of, a conflict, choosing to not take action in the hope that the problem will just go away.
<b>Accommodating</b>	One party gives in to the other's demands, meanwhile ignoring their own needs. This approach also suits individuals who have a passive expression style.
<b>Competing</b>	One or both parties take a competitive approach, ignoring or denying what the other side wants. A person with an aggressive expression style is more likely to choose a competing approach.
<b>Compromising</b>	This approach involves people working to find a middle ground by engaging in a give-and-take negotiation. People with an assertive or passive expression style might choose a compromising approach.
<b>Collaborating</b>	When people collaborate, they focus on identifying the underlying problem and work together to create a solution that both parties agree on. A person with an assertive expression style might be most comfortable with a collaborating approach.

### Guidelines for Identifying Personal Reaction to Conflict

- Pay attention to the way you feel, both physically and emotionally, during a conflict.
- Consider the ways significant people in your life have handled conflict and how that might impact your approach to handling conflict.
- Reflect on types of interactions or activities that cause you stress.
- Determine your style of approaching a problem.

**Conflict is a natural part of workplace interactions. Developing a healthy attitude toward conflict will help you effectively handle difficult situations as they arise.**

Please refer to your Frontline Leader Workshop Manual titled "***Managing Conflict***" for more information and tips to help with your leadership skills during this challenging time.