



## Conflict Management Styles Defined

Kelly Sample 08/09/2018


**Collaborating** - Works to find a 'win-win' solution where both parties reach their objectives.

**Obliging** - Resolves conflict by 'giving in' and letting the other party have its way.

**Dominating** - Resolves conflict by directing the other party to accept his/her position.

**Avoiding** - Chooses to avoid conflict rather than face it directly.

**Compromising** - Resolves conflict by 'meeting in the middle' where both parties lower their demands.

The marker  represents this participant's results compared to a research sample of managers

Scores range between 1-10 with the average range between 3.5-7.5 and a midpoint of 5.5.

### With Supervisors

Compromising

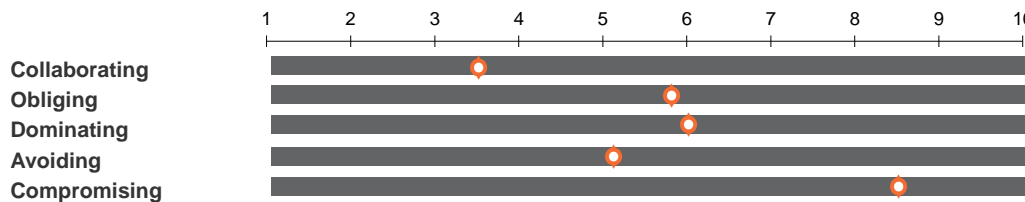
Dominating

With supervisors or people they reports to, their primary or preferred conflict management style is 'Compromising'.

This means that Kelly Sample would most likely try to find a "middle ground" solution where both parties make concessions to resolve the issue.

Their second most preferred conflict management style with their supervisors is 'Dominating'.

This indicates that Kelly Sample would also be able to be firm and assertive when resolving conflicts or disagreements.



### With Direct Reports

Obliging

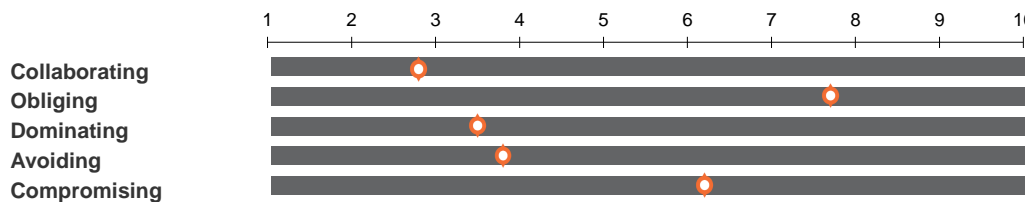
Compromising

With direct reports, their primary or preferred conflict management style is 'Obliging'.

Based on this, Kelly Sample would most likely let direct reports get what they want to resolve a conflict, issue or disagreement.

Their second most preferred conflict management style with their direct reports is 'Compromising'.

This indicates that Kelly Sample would also try to find a "middle ground" solution where both parties make concessions to resolve the issue.



### With Peers

Compromising

Avoiding

With their peers, their primary or preferred conflict management style is 'Compromising'.

This shows that Kelly Sample would most likely try to find a solution where all parties make concessions to "meet in the middle".

Their second most preferred conflict management style with their peers is 'Avoiding'.

This indicates that Kelly Sample would also try to avoid conflict or delay dealing with conflict with peers when possible.

