

QUICK TIPS FOR EFFECTIVENESS ACROSS CONFLICT STYLES

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DISCUSSION STYLE

- If possible, meet face-to-face
- Express disagreement in a calm, considered manner
- Avoid humor or touch
- Identify what you believe the primary issues are—listing them in clear, concise manner (bullet points work)
- Identify as specifically as possible what you want / need
- Identify multiple potential solutions
- Be as verbally assertive—and logical – as possible
- Use “idea or thought” words, not feeling words
- Support your points with evidence and / or examples

ENGAGEMENT STYLE

- If possible, meet face-to-face
- Express your disagreement as clearly and strongly as possible
- State that your intention is to build on, and / or preserve relationship
- Demonstrate as much feeling as possible, including nonverbal gestures and touch
- Use feeling language and increased volume and tone variation

ACCOMMODATION STYLE

- Remember that saving face is important
- Express disagreement in a calm, considered manner
- Avoid humor or touch
- Use analogies, stories and metaphors rather than detailed language or facts
- Consider using third parties to deliver messages
- Face-to-face discussion can be threatening; telephone can work
- State needs or goals in broad, general terms

DYNAMIC STYLE

- Remember that saving face is important
- Use analogies, stories and metaphors rather than detailed language or facts
- Discuss mutual relationships, history and family connections
- Consider using third parties to deliver messages
- State needs or goals in broad, general terms
- Demonstrate as much feeling as possible, including nonverbal gestures and touch
- Use feeling language and increased volume and tone variation