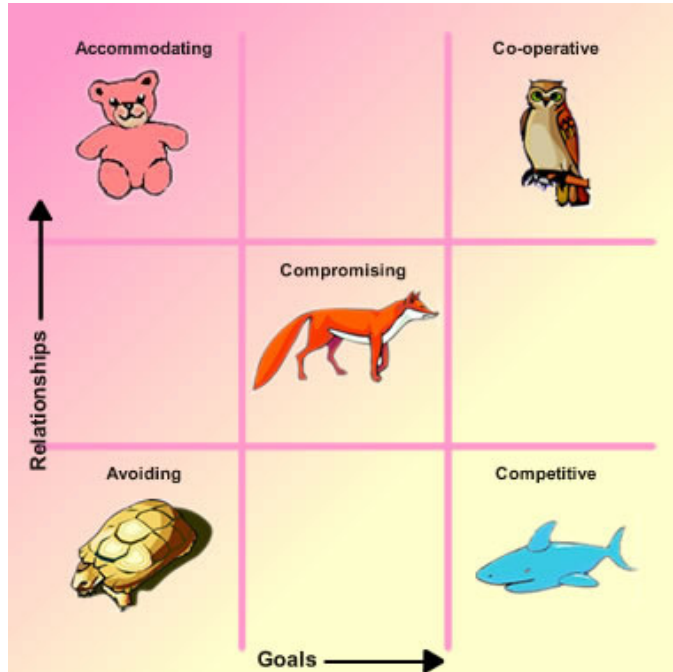


Co-operantics

People skills for co-operatives

5 conflict resolution styles

Conflict can be seen as the result of a relationship between maintaining good relationships with others and achieving our own goals.



Different styles are located on the grid according to the extent to which we are building good relationships – or pursuing our own goals.

So we can see that by avoiding conflict we are neither building good relationships with others, nor are we achieving our own goals. Like a tortoise we stay within our shell, doing nothing. On the other hand, the shark represents a conflict resolution style that is only interested in achieving its own goals, and doesn't care about its relationships with others – it just eats them! The cuddly teddy bear is so interested in other people's needs, it has forgotten about its own goals, while the crafty fox works out ways in which it can achieve its own goals without confrontation. Meanwhile the wise owl sees that the most sustainable solution is one in which both parties' needs can be satisfied – thus achieving its own goals and building good relationships simultaneously.

This model helps us understand the difference between compromise and consensus – in a compromise, we are giving up something to reach agreement, whilst for consensus, we are working together to find a solution which is better for both of us.

There are situations in which each of these styles are appropriate, and they all have their advantages and drawbacks. However we all have our habitual responses to conflict situations, so it's helpful to identify what they are, and to recognise that other styles may be more appropriate.

./..

Co-operantics

People skills for co-operatives

Some typical behaviour characteristics of each style:

Style	Characteristics
Avoiding	<ul style="list-style-type: none"> • I lose, you lose • non-assertive and unco-operative • does not address the issue • sidestepping • tactical withdrawal
Competitive	<ul style="list-style-type: none"> • I win, you lose • aggressive and unco-operative • pursuing own concerns • standing up for own rights • trying to win
Accommodating	<ul style="list-style-type: none"> • I lose, you win • unassertive, self-sacrificing, selfless or powerless • plays up own responsibilities • plays down rights
Compromising	<ul style="list-style-type: none"> • sometimes I win, sometimes I lose • we both give up something • expediency • splitting the difference • taking it in turns
Co-operating	<ul style="list-style-type: none"> • looking for win-win solutions • assertive and co-operative • explore differences to find underlying concerns • define agreements