

# CONFLICT STRATEGIES

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Read the strategies below, and choose the letter that best describes how you respond to conflict.

A

- Evaluate the situation quickly and come up with a way to “fix it”
- Take control of the conversation or situation and “run with it”
- Express my position and ideas in firm and confident terms and prevail with my solution

B

- Assess best interest of all parties involved
- Examine the situation looking for common interest
- Use flexible thinking to find best outcome for each and every one

C

- Prepared to concede as long as the others give something up as well
- Not looking to win but still needs to gain something
- Look for middle ground

D

- “Take a break to think it over” and delay action
- Try to ignore the situation hoping it will all get resolved somehow
- Avoid taking part in the conversation deciding to “wait and see”

E

- Address the other person’s interest first
- Remain on the sideline to see how others address their issues before I do
- Solve peacefully, even at my own expense just to avert arguments