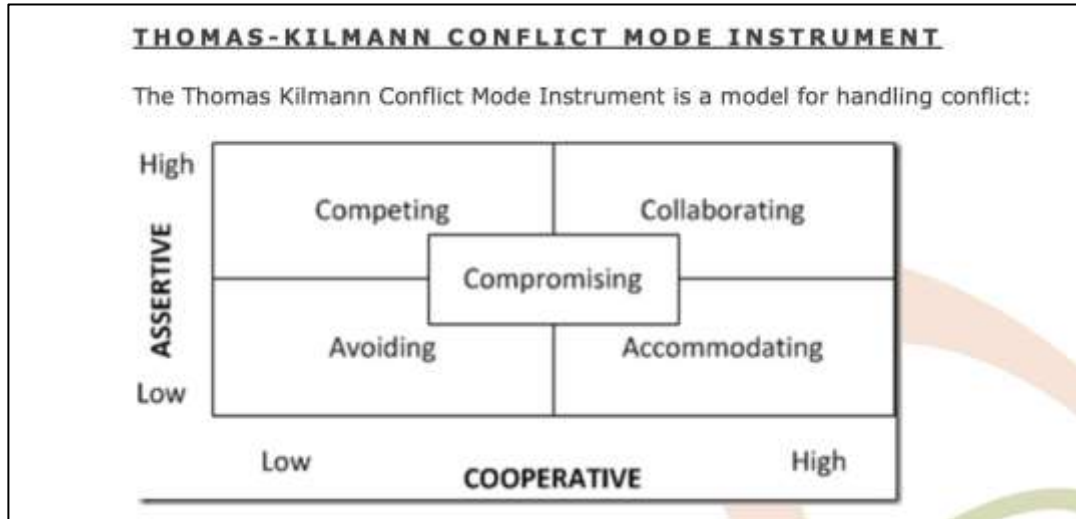


MODELS FOR HANDLING CONFLICTS

Numerous models for handling conflict have been created, here you can find one example, the Thomas-Kilmann Conflict Model:



1. **Avoidance/withdrawing (Turtle)**

This approach tries to give up both goals and the relationships. You ignore the person or the issues. You deny that there is a problem. By not confronting the conflict, you hope it will go away by itself. Or you may wish to withdraw from the conflict until you and the other person have calmed down and are in control of your feelings

2. **Accommodation/Smoothing (The Teddy Bear)**

This approach one gives up his/her goals/ their position in order to be agreeable and letting the other person achieve his or her goals to maintain the high level of relationship. Some team members may decide to give up their position in order to be agreeable. You accommodate other persons views/goals when you give no importance to your goal as the relationship is of high importance to you. Smoothing tends to be destructive when the goal is of high importance for the team. They are being cooperative, but it costs the team the value of their opinions and ideas.

3. **Confrontation/Forcing (The Shark)**

Acting aggressively to achieve your goal at all cost. Here the goal is important and the not relationship. Winning is one way of dealing with conflict rather than making a good decision.

4. **Compromise (The Fox)**

This approach is used when part of your goals and part of the relations is important. You balance goal and relations by 'giving in' a little in order to reach an agreement.

5. **Collaboration/Problem solving/negotiating**

This approach uses the search for solutions that gives both sides of conflict the joint benefit and at the same time maintain a high quality relationship. Cooperativeness and respect with the other person are the key words in this approach.

Source: David H. Johnson (2014), *Reaching Out: Interpersonal Effectiveness and Self-Actualization*, Millersville University, Pearson