



Conflict Behavior

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Conflict Behavior

Personal style (disposition)

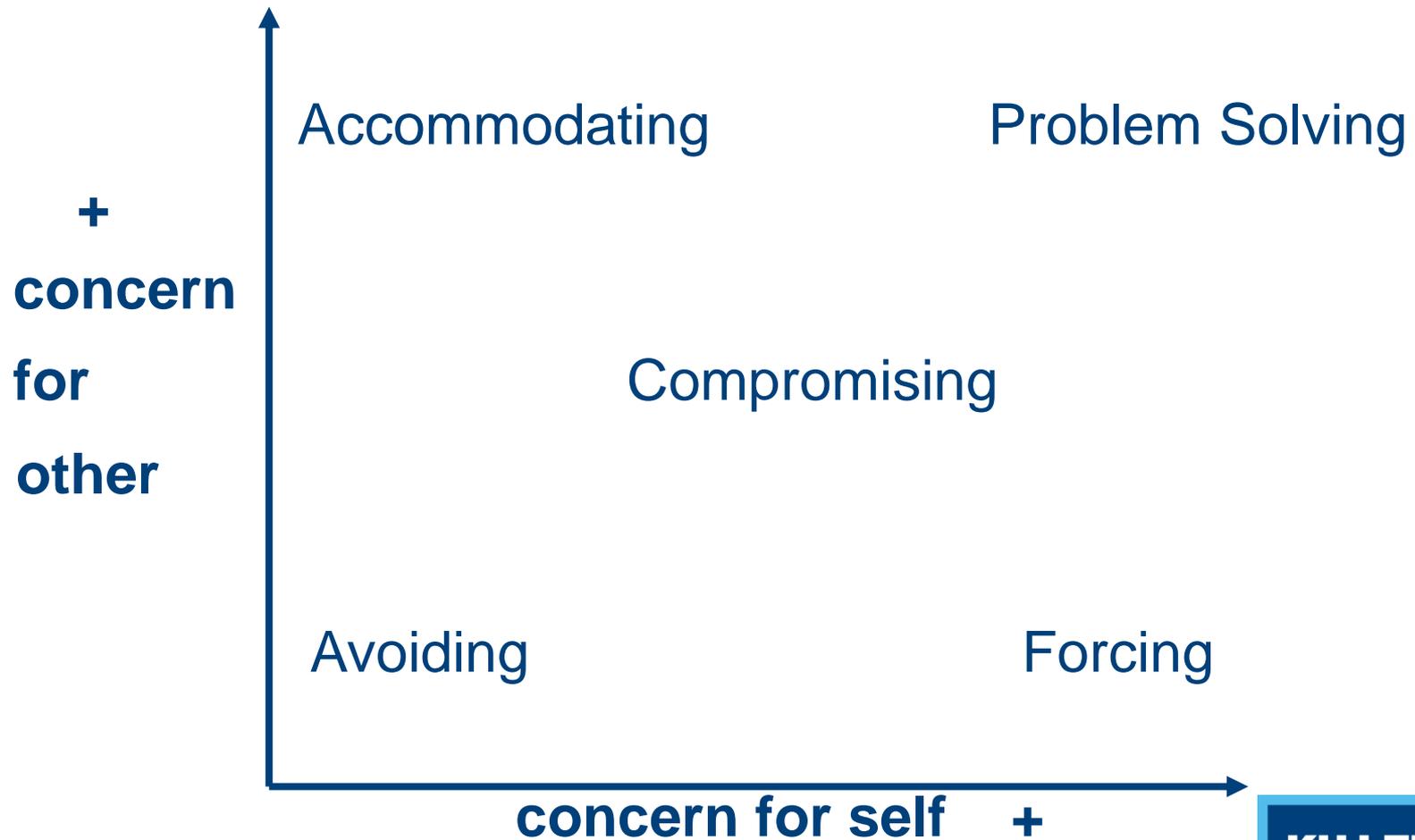


Strategic Choice in a conflict



Behavioral Tactics during the conflict

Dual concern model for conflict behavior



Test on personal style

General preference in conflicts, related to your personality

Behavior differs depending on conflict issue, situation and relation

e.g. Private life  work life

Neurotic behavior: not able to adapt your behavior to the situation

Personal profile in conflict behavior

What style is most prevalent?

What style is least prevalent?

What combination of styles is prevalent?

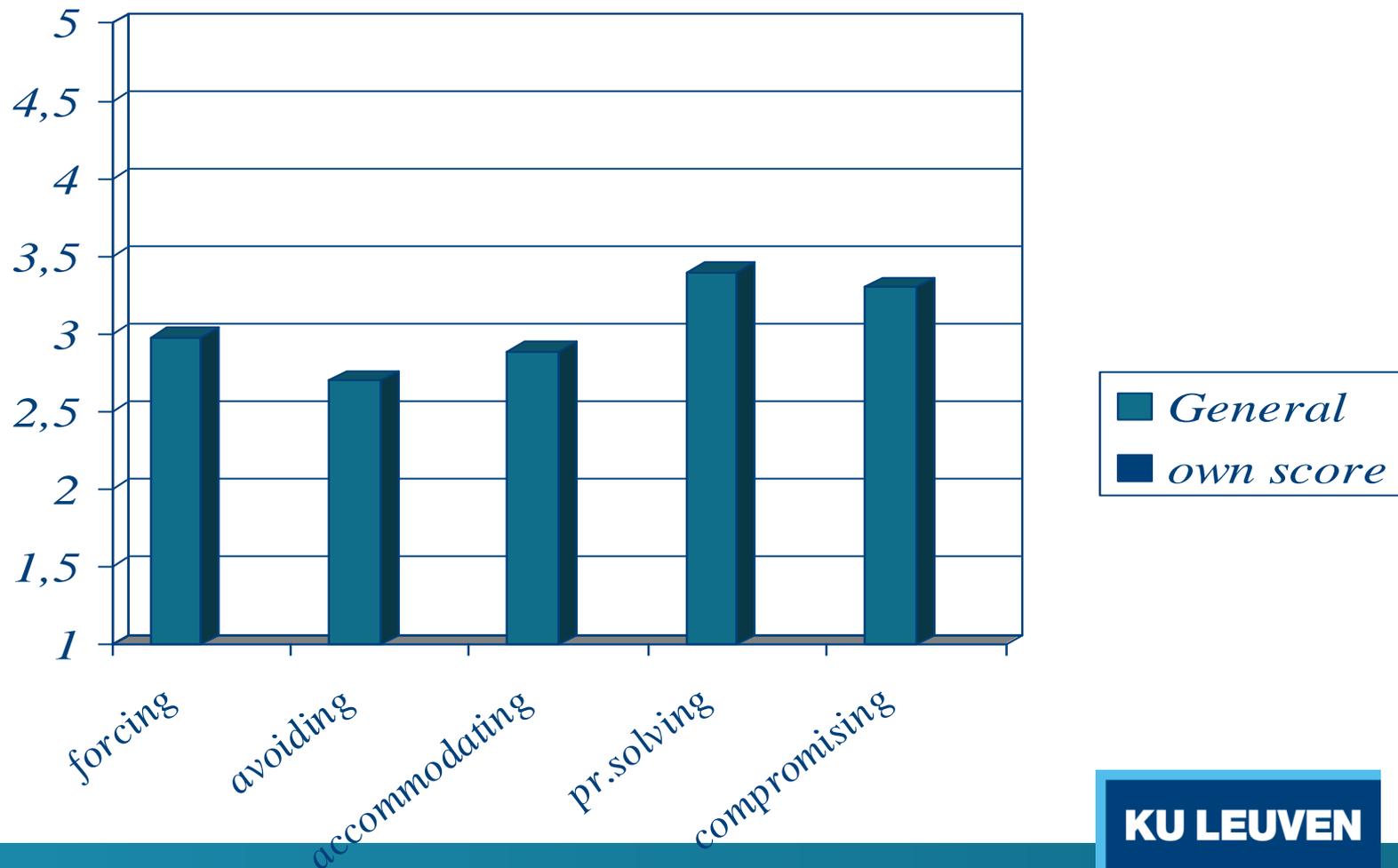
Is there difference between work and private context?

To what extent do you consider yourself flexible?

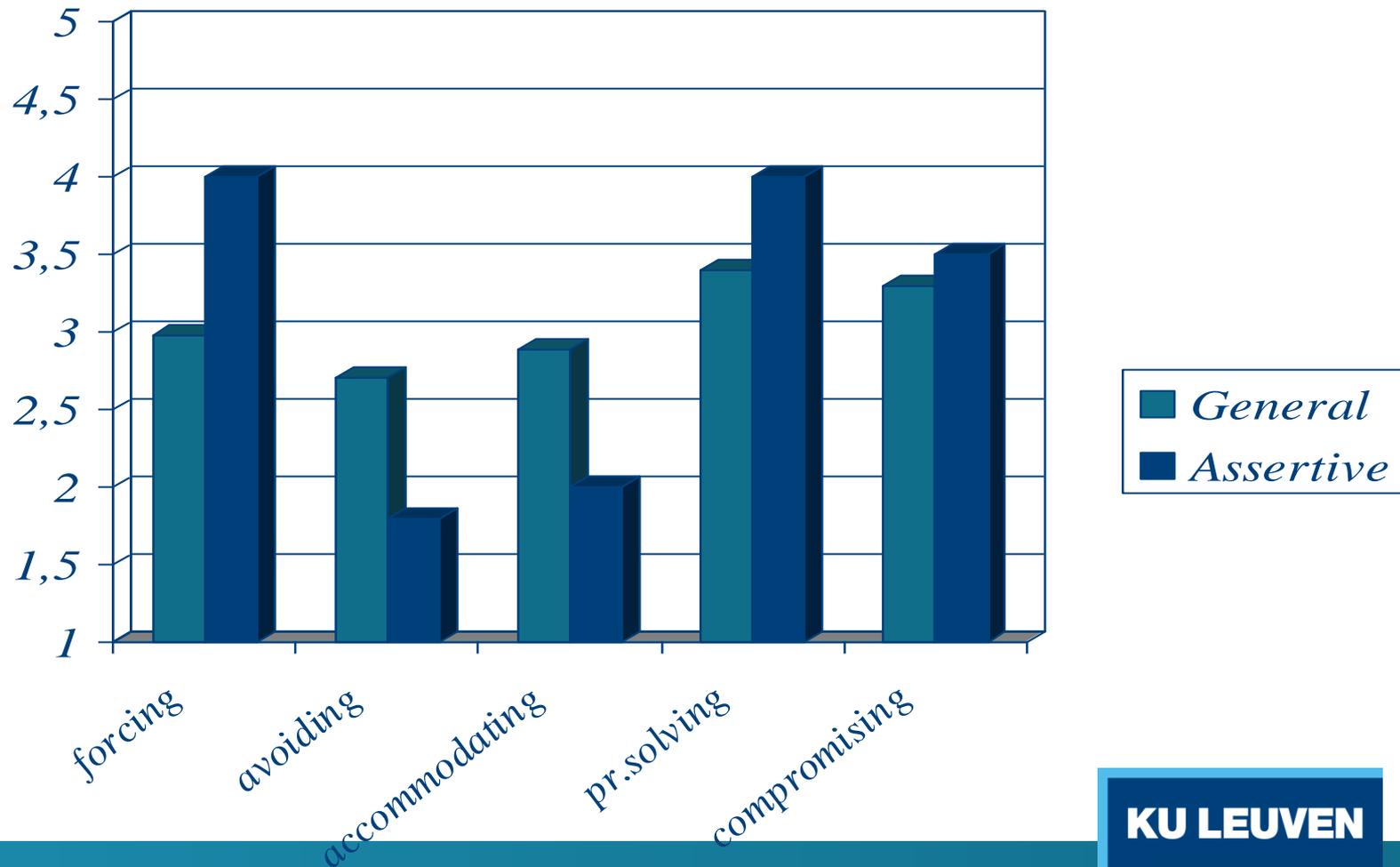
Able to behave differently?

Giebels, E. & Euwema, M.C. (2010) Conflictmanagement. Groningen: Noordhoff

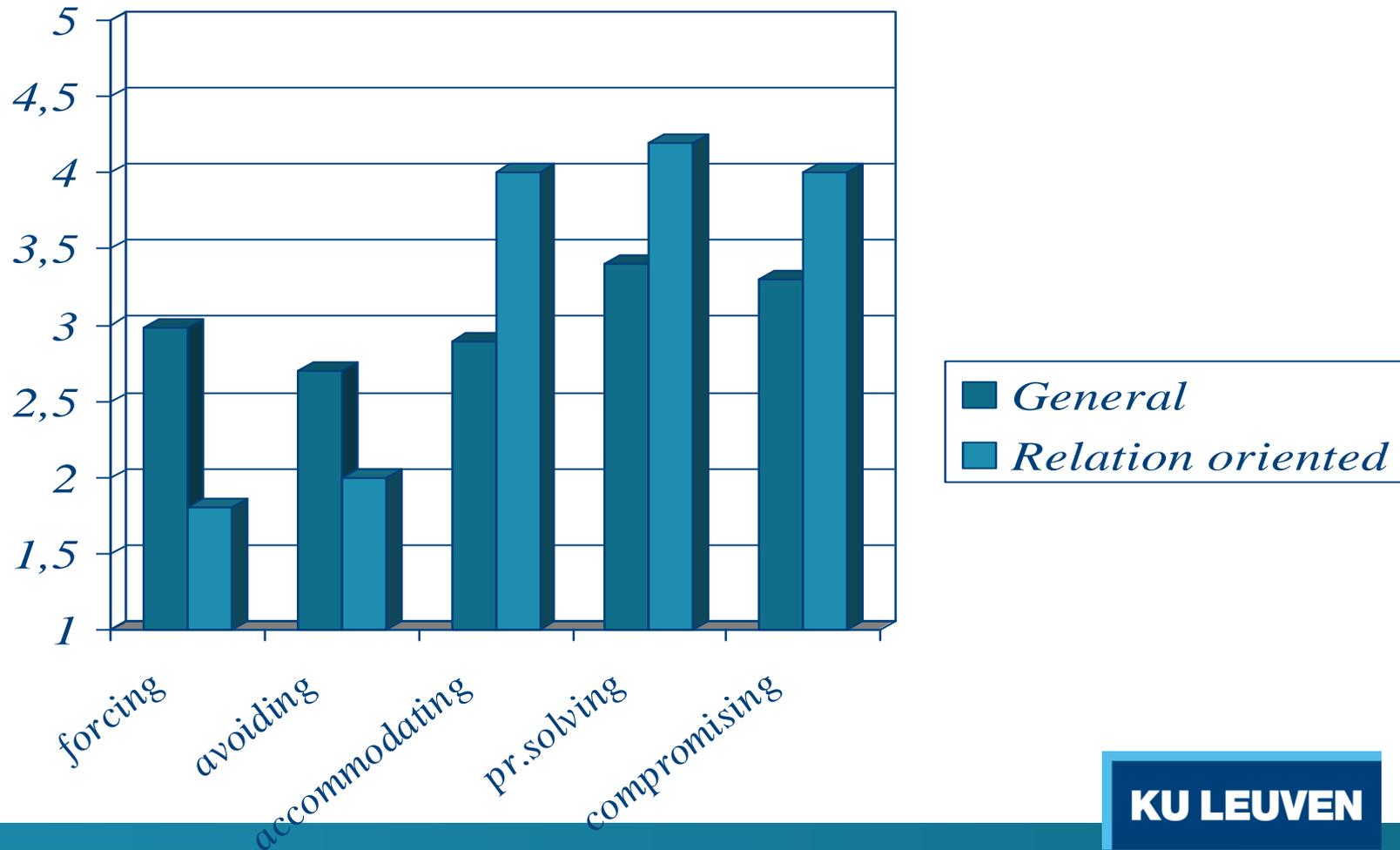
Conflict Profile (based on international, western sample)



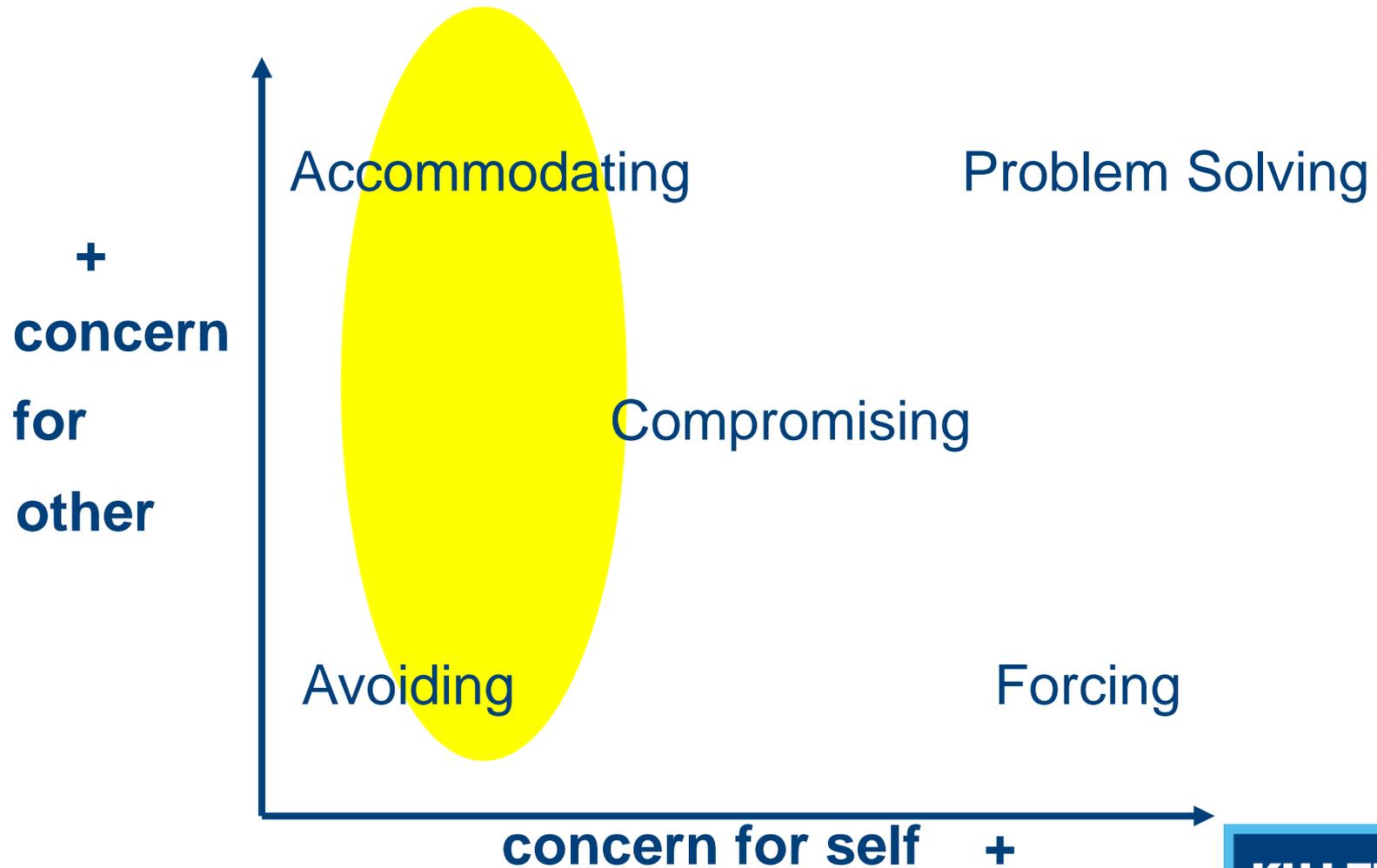
Typical profiles: assertive



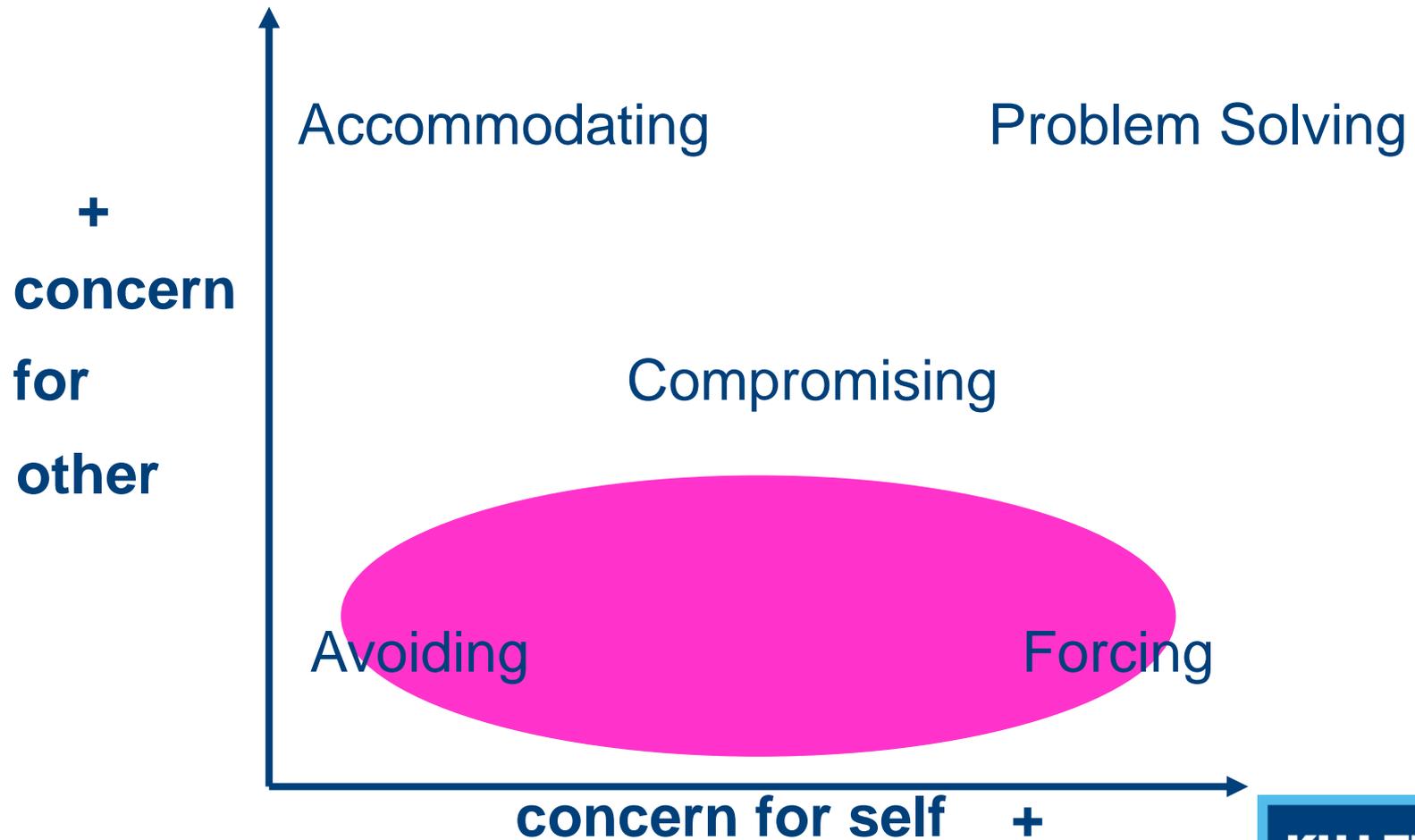
Typical profiles: relation oriented



Low assertive conflict behavior



Low concern for other's interest in conflicts



Effectiveness of Conflict Behaviors

Substantive outcomes

Individual

Joint outcomes

Systemic outcomes

Relational outcomes

Personal outcomes (learning)

When to choose what strategy?

When to Avoid?

When to Yield?

When to Force?

When to Pr.Solve?

When to Compromise?

When to Avoid?

Circumstances will improve,
others can do a better job,
you can't gain

When to Accommodate?

You're wrong
Issue is more important for the other
Give the other a chance to learn

When to Force?

Issue is vital & urgent (crisis)
you are responsible
Others take advantage

When to Pr.Solve?

Issue is important for both and you
need both parties to realize results
Both are motivated to learn, innovate

When to Compromise?

Mediocre issues,
important for both,
standard issues, with standard rules

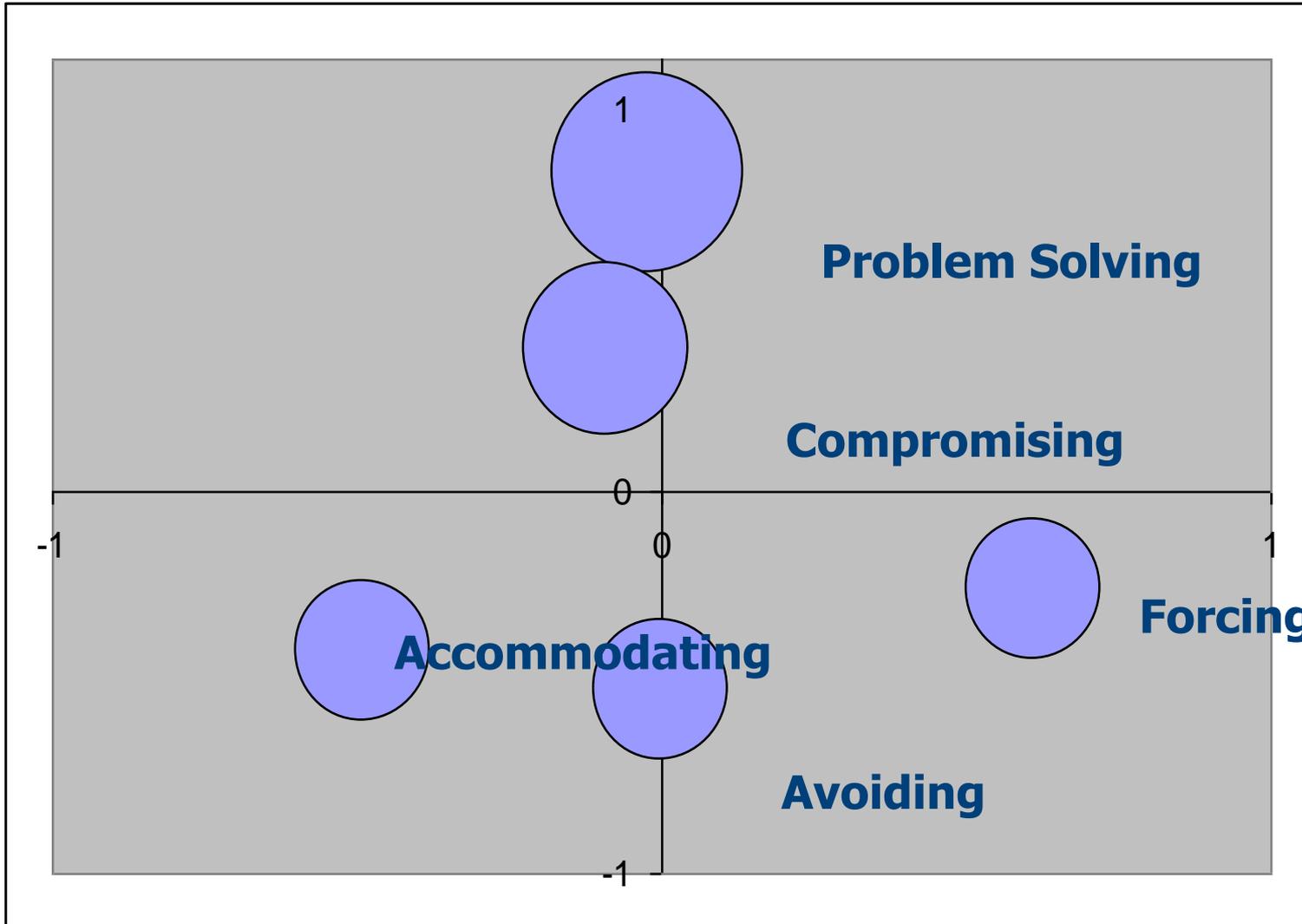
Conglomerate Conflict Behavior

We combine different conflict behaviors

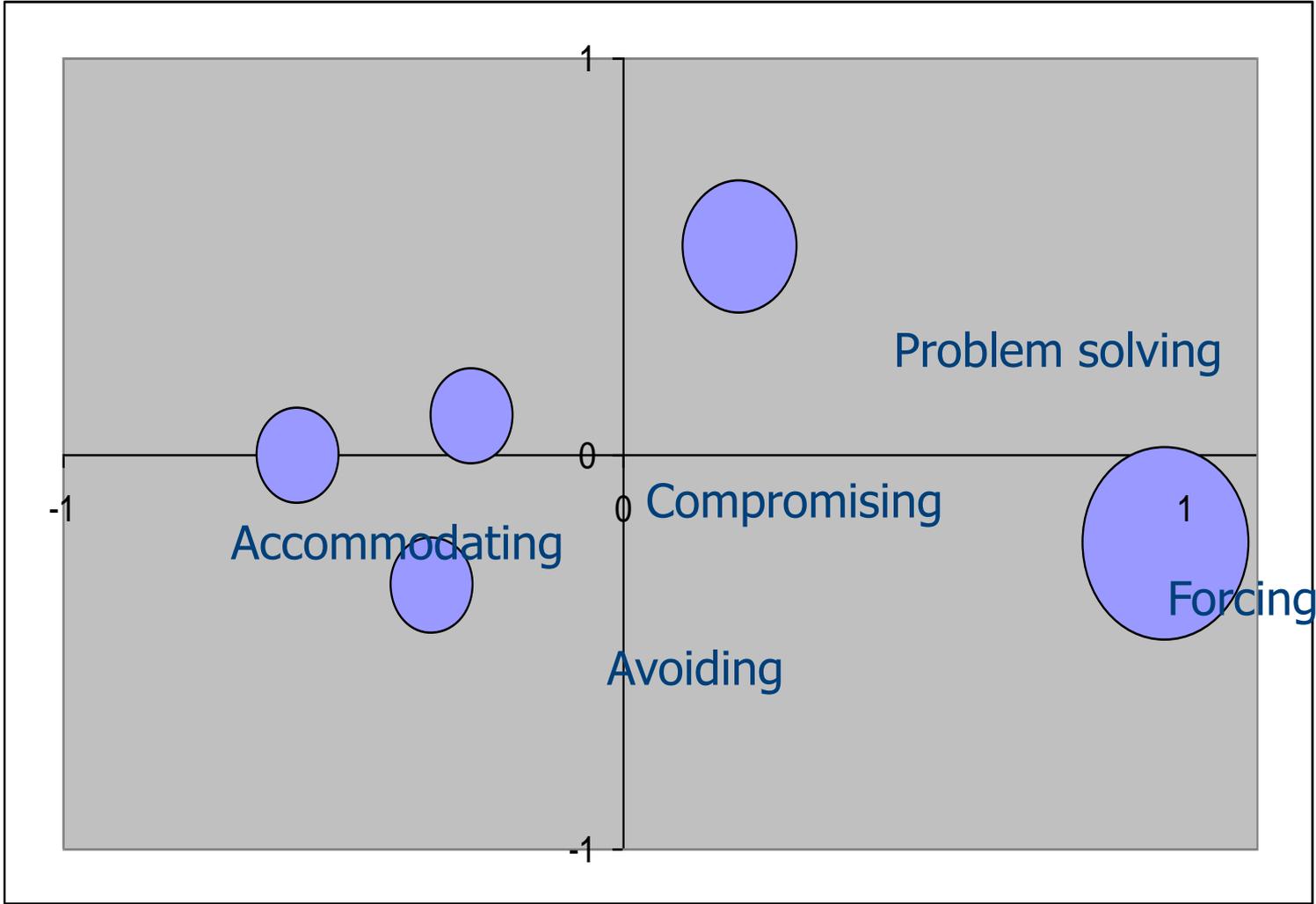
Simultaneously or Sequentially

Effectiveness increases when we use more different behaviors

Cooperative Behavior



Competitive Behavior



Summary



- We have a natural approach to conflicts
- Choose strategy depending on your goals
- Sometimes conflict requires a strategy that is *not* our (personal) favorite
- Better to add other elements to your behavior, than to eliminate aspects
- Be contingent: the more variety, the more effective