

# Conflict Management 101

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We all face situations where conflict arises, and its not always easy to know what to do.

This resource shows you some of the different approaches to dealing with conflict, and in what kind of situations you might use them.

Its not about sticking with one style, but understanding different options and judging how best to respond in each situation.



# The Teddy Bear

people call it the accommodating style where this style forsakes your own needs or expectations in exchange for those of others.

It's when you put the concerns of the people before yours.



# When to be a teddy bear ?

- 🐾 When you care about the issue Less than the others (e.g your friends are choosing what to eat for lunch and you eat everything so you accommodate).
- 🐾 When you want to keep the peace in the place (e.g your father is having problems at work and is very angry , so when he asks you to do sth you accommodate)



# Turtle



people call it the Avoidance style where in the this style you completely evade the issue.

You would postpone or completely dodge the conflict when it comes up.



# When to be a Turtle

When the conflict seems trivial (OR) you need time to think (e.g you are discussing an issue , and you disagreed on sth that you don't understand , so its better to have time to think before you decide anything)

When there is emotional side in the conflict (e.g your friend started to shout angrily , or started crying , so you should be a turtle and avoid any conflict at this time )



# The Fox

People call it the compromising style where you find a solution that partially pleases all parties.

It's like finding a middle ground between all the needs of the people on the table but not achieving the total needs of anyone.





# When to be a fox

When its more important to reach a solution than for the solution itself.

( e.g you and your class mates are debating about the team project 1 hour before the deadline , you need to compromise )

When you need a temporary solution.

(e.g you had an issue and you will discuss it one more time and you just need a temporary solution for now , you shall compromise then)





# The Owl

People call it collaborating technique ,where in this style you try to find a solution that meets everyone needs.

Rather than reaching a middle ground , you aim for finding a permanent solution that actually satisfies everyone.





# When to be an owl

When you have strong relations with the other parties in the conflict and a common goal ( you are having an assignment with your friends and each one needs the marks , so you should all collaborate to get the full marks for each of you )





# The Shark

People Call it the Competing Style where you compete on your own stance and refrain from other's solutions.

You keep pushing your idea until it gets accepted within the group





# When to be a shark

When you are the expert and you know the right thing to do ( e.g you are in the final schools competition and your team mates wants to choose a wrong answer for the subject that you studied , then compete for your answer).

When you are in a charge and there is an emergency (e.g you are the oldest between your friends and they want to pass a dangerous road without waiting the lights , compete for your decision and save their lives)

As well as understanding different approaches to conflict and conflict management, it is also important to be aware of your own instincts and tendencies.

- What style or styles come more naturally to you?
- What kinds of situations make you act more like a turtle, or a shark...?
- What styles and approaches would you like to strengthen, and how might you do that?