

Four styles of conflict management

Personal Goals and Relations

OWL Collaborative

Commitment to Personal Goals:
HIGH
Commitment to Relations:
HIGH

The Owl confronts openly and fairly. Optimistic about conflict. Committed to personal goals and to the other's goals. Begins discussion by identifying openly the wishes of both. Never satisfied until a solution is found that satisfies both. "If we just keep working at this, we'll find a way for both of us." When he talks, he may come on strong, but when you talk, he's listening carefully and sympathetically.

LION Competitive

Commitment to Personal Goals:
HIGH
Commitment to Relations:
LOW

The Lion forces others to accept his way. He does not take feelings of others into account. Believes conflicts are settled by one person winning and one person losing. The Lion wants to win.



TURTLE Avoiding

Commitment to Personal Goals:
LOW
Commitment to Relations:
LOW

The Turtle withdraws. Believes it's hopeless to try to resolve conflict. Avoids people and issues that may cause conflict. Makes no effort to gain his goals or others. You won't get a chance to discuss things with him.



TEDDYBEAR Accommodating

Commitment to Personal Goals:
LOW
Commitment to Relations:
HIGH

The Teddy Bear smooths. More than anything else, he wants others to like and accept him. Quick to accommodate others and ignore his needs because he believes asking others to meet his needs will harm the relationship. When he talks, everything sounds just fine. When you talk he's listening and agreeing with everything you say.

