

Strategies for resolving differences in the workplace

Collaborating

Competing

Compromising

Accommodating

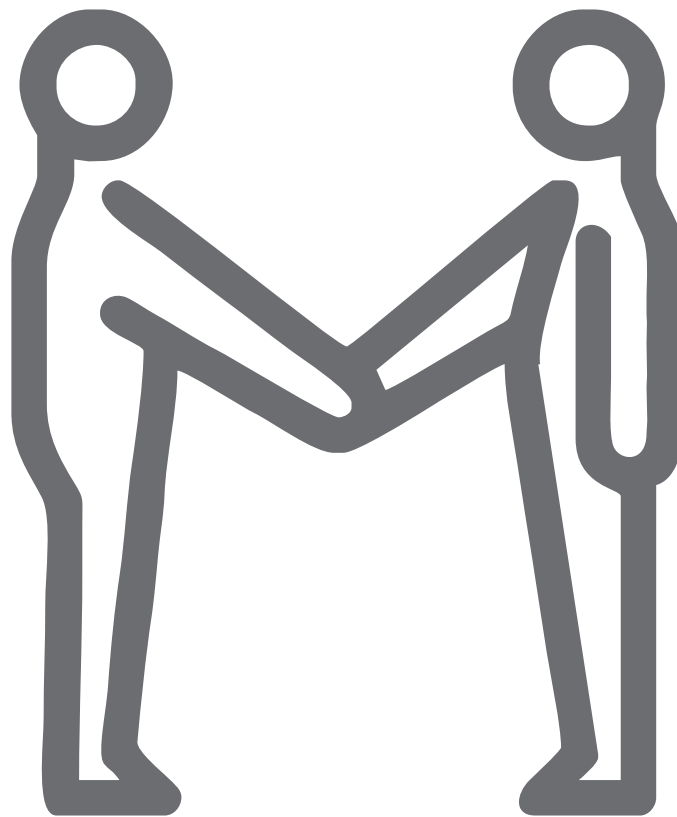
Avoiding



COLLABORATING

Work together to develop a win-win solution.

- **Advantage:** Useful when the differences/conflict involves many people and is important.
- **Disadvantage:** Not useful in urgent situation as it can be time-consuming.
- **When to use:** When all the individuals involved need to work together to create a lasting solution.



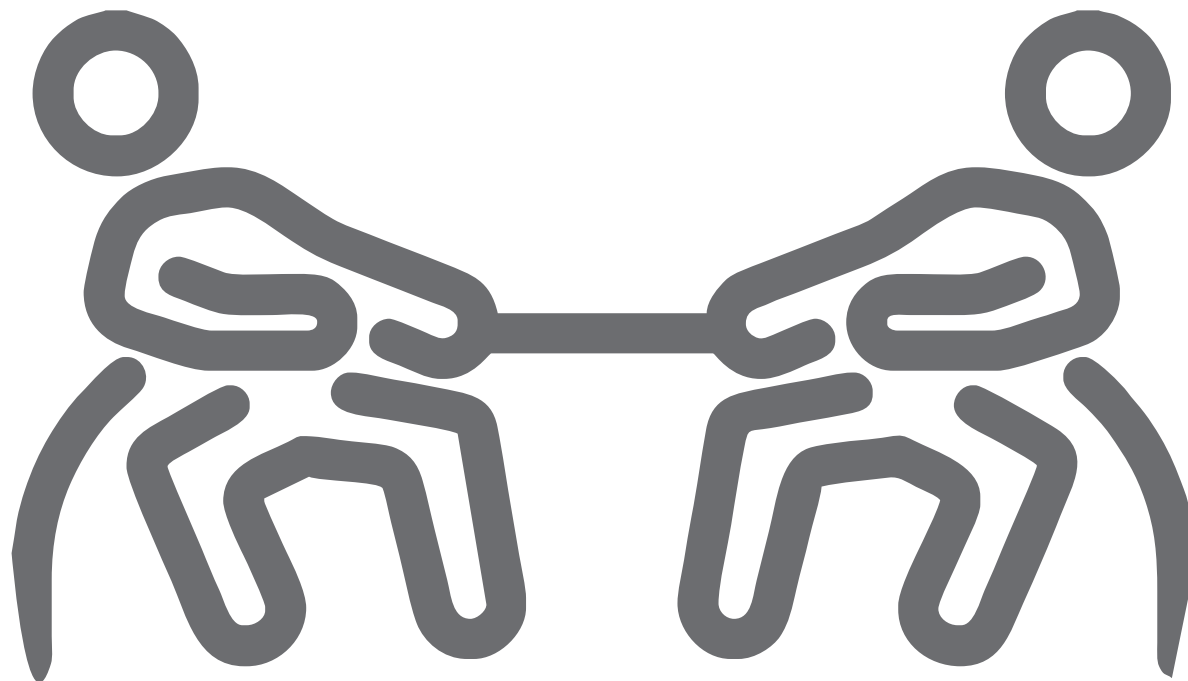
COLLABORATING

COMPETING

One person or group takes a strong position to win the argument.

In doing so, they can come across as aggressive. This might make the other side feel ignored or mistreated.

- **PROS:** Often used in emergencies where quick decisions are needed.
- **CONS**
 - Doesn't address the main cause of the problem.
 - Doesn't usually lead to a solution that benefits everyone.
- Should avoid in situation involving emotions or sensitive issues



COMPETING

COMPROMISING

Both sides in the situation give up something to resolve the issue.

- **PROS**

- Works well when the point of difference is important but not urgent and finding a solution is more important.

- **CONS**

- Less effective when there are many important needs to address.
- Can be time consuming; not the best choice when quick decisions are needed.

- **When to use:**

- When finding a solution is more important than winning



COMPROMISING

ACCOMMODATING

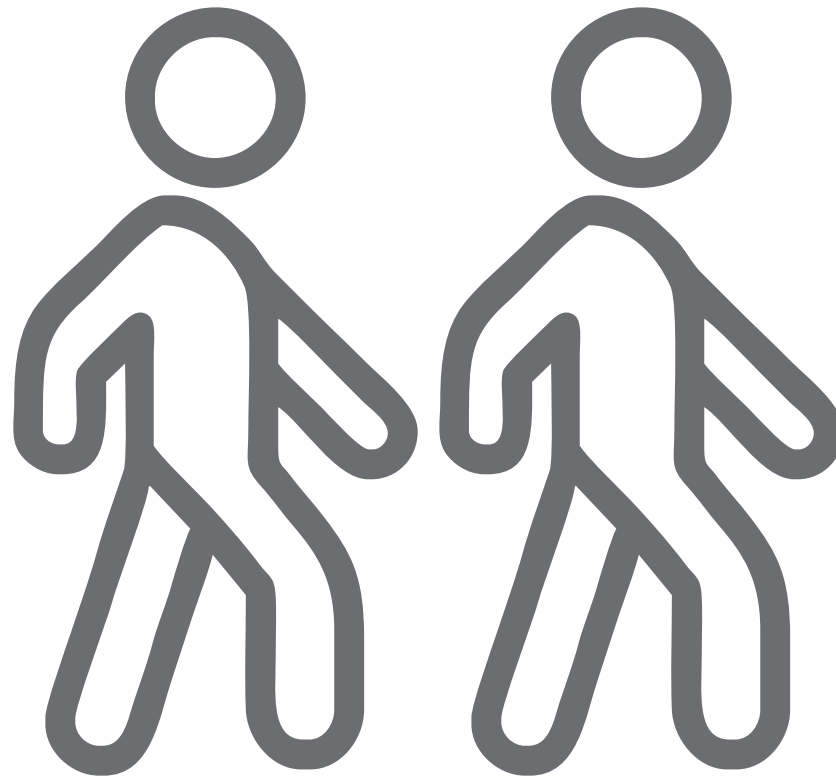
Letting the other person execute their idea.

- **PROS**

- Helpful when keeping the relationship matters more than winning
- When the issue is very important to the other person but not to you.

- **CONS**

- Should avoid this approach if
 - The issue is important to you or
 - If giving in will only temporarily fix the issue
- If the main issue remains unresolved, it can lead to frustration or resentment over time.



ACCOMMODATING

AVOIDING

Avoiding the difference entirely.

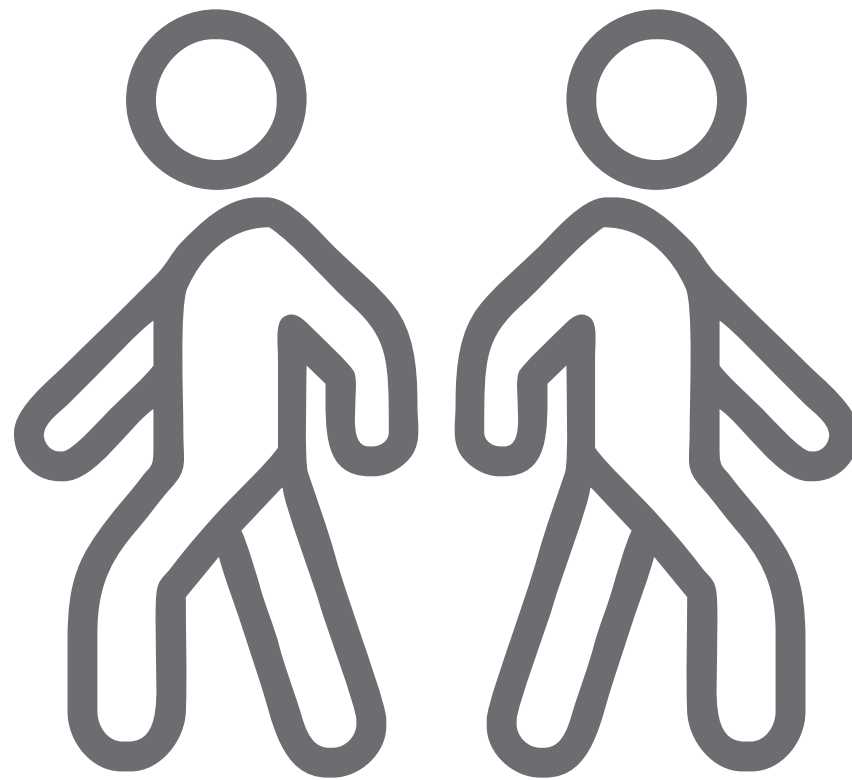
Accepting decisions without question, avoiding confrontation, and delegating difficult decisions and tasks.

- **PROS**

- Can be used when the issue is small or will fix itself over time.

- **CONS**

- Not suitable for important issues that impact you and your team
- Ignoring the issue will not solve it.
- Does not address the root problem.



AVOIDING