MOMENT OF TRUTH

A TOOL FOR UNDERSTANDING CONFLICT RESOLUTION STYLES

COMPETITION

- there is a winner and a loser
- my way or the highway

COLLABORATION

- both parties get what they want
- can be difficult to achieve
- often yields the best results

COMPROMISE

- each person wins a little and loses a little

AVOIDANCE

- we take a time-out
- useful when emotions run high
- you have not exited the conflict,
- simply delayed it until you can mentally and emotionally deal with it

ACCOMODATION

- there is a winner and a loser
- opposite of competition
- when one person competes and wins, the other is accommodating

- Inappropriate use of conflict resolution styles is the biggest reason people tend to avoid sharing truth
 - Conflict is healthy and can be good
- How we handle conflict can be bad
- Conflict will always be present
 - Examples of when conflict can happen:
 - There is lack of clarity with the THERE
 - There is lack of truth with the HERE
 - · We move into the Pit of Despair
- We each have a preferred style
 - When we over or under use one we can lose our effectiveness
- A conflict may start with one style and end with another
- Each style has an appropriate time and use, and each comes with a cost and benefit
- Slowing down emotions is critical for conflict resolution



COOPERATIVENESS