


**Template: Conflict management mode assessment**

Use the Conflict management modes to resolve a conflict or raise a difficult issue.

1 Think of a conflict you are involved in and note some of the details.

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2 What do you want?

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3 What do the other people want? (Or what do you think they want?)

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4 Assess the conflict-management modes.

Mode	Potential benefits	Potential risks
Avoiding		
Accommodating		
Competing		
Compromising		
Collaborating		

5 Which conflict management mode/s will you use and how?

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