

# Conflict Resolution Style

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## Purpose

This reflective tool is designed to help clients explore different conflict resolution styles.

## Benefits

By helping clients understand their current style of addressing conflict, they can look at approaches through the 7 Levels of Energy and choose the style that leads to a positive outcome and honors the relationship.

## Use of this Tool

It is preferred (not required) that the client takes the Energy Leadership Index® assessment (ELI) in order to understand their default tendencies when things are optimal and when under stress.

1. Have the client choose their current conflict resolution style from the list.
2. Respond to the reflection questions.
3. If necessary, revisit the list and select the style that best helps the client resolve conflict in the way that best serves him/her.
4. Continue the coaching conversation and discuss how real situations would be resolved through the chosen approach. Consider using empowering questions and role play to prepare the client for future interactions.

## Responses to Conflict

### What is your response style?

1. Avoiding: Pursues neither own interests or those of another; does not deal with conflict
2. Competing: Pursues own concerns at the other person's expense; focus is on the win
3. Compromising: Seeks the middle ground; pursues need of self and others, focus is on getting through it
4. Accommodating: Seeks to satisfy the concerns ahead of own
5. Collaborating: Explores the issue to discover underlying needs and wants to come to a mutually beneficial agreement

### What is your conflict resolution style?

Everyone has a default conflict resolution style. No style is right or wrong. The approaches you tend to use are based on life's experiences, your typical way of dealing with stress, and beliefs. The style you currently use could either serve you or work against you.

Using the questions below, reflect on the different styles to refine or find an approach that helps you bring conflict to resolution and honor your relationships.

1. Think of a time when you have operated out of each of the above styles.
  - Which style seems most natural?
  - Which style is a stretch for you?
  - How do these styles align with your ELI report (if available)?
  - When is your default style most useful?
  - When would a different style be more useful?

2. What are your top five values that describe who you are and how you wish to approach life?  
(Examples: *Respect, Fun, Connection, Achievement, Success, Family, Peace*)

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- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
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3. Which style would you like to try on next time?

4. Think of a current situation where you are experiencing conflict.

- If you approach it through the conflict resolution style you just chose, what would it look and sound like?
- How does this style align with your core values?
- How do you think others would respond to this approach?

Work with your coach to explore how to incorporate this approach into your daily interactions.

**Credit:** The concepts inherent in this article are the author's interpretation of materials issued by iPEC®.