

5 C's OF CONFLICT MANAGEMENT

KNOW YOUR GOAL!

Approach

Use When

Circumvent



- You have to pick your battles
- The issue is not important

Concede



- The issue is much more important to the other person
- There is a need to maintain harmony

Compete



- Quick, decisive action is necessary
- An unpopular decision needs to be made on an important issue

Compromise



- You need a solution that is at least minimally acceptable to all
- You need a quick temporary solution to an important issue

Collaborate



- A win-win scenario is needed (all parties must be satisfied)
- Looking for long-term solutions



CAREER COMPASS

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