

**Fight,
Flight,
or Flow**
(Conflict
Management)



Fight?
Flight?
Flow?



CONFLICT MANAGEMENT STYLES

A = Accommodator

B = Competer

C = Avoider

D = Compromiser

E = Collaborator



TOP 13 RULES FOR DEALING WITH NEGATIVE CONFLICT (ARGUMENTS – DEFENSIVE COMMUNICATION)

1. Stop and listen
2. Repeat back what was said
3. Keep focus on issue rather than what is said
4. Ask yourself – should I say this? And should I say this now?
5. Remember you can't take back words
6. No yelling
7. Do not get historical



8. Do not say “always” or “never”
9. Do not threaten
10. Handle anger professionally
11. Be careful with your actions; you never know who’s watching
12. Learn to let it go
13. Do not misquote the trainer

