

Holiday Conflict - Getting Out Alive

Disagreements of opinion are bound to happen over the holidays, but they are not all the same. Use the decision-making tree below to identify the best method of dealing with your specific conflict. Then follow the steps at the bottom of the page to use that method effectively.



As the conflict shifts, go through the decision-making tree as many times as necessary. To deal with conflict, make sure you use the different methods appropriately. Here is how:

When Avoiding:

- Walk away graciously
- Give a time expectation for when you can come back to discuss
- Allow the issue to remain unresolved

When Accommodating:

- Listen carefully
- Make sure you understand the other person's needs and ensure they are met
- Concede graciously

When Competing:

- Stand your ground
- Clearly explain your opinions and feelings
- Influence the other person to agree with you

When Compromising:

- Try to find a middle ground
- Focus on fairness
- Be willing to make concessions

When Collaborating:

- Identify what both parties want or need
- Explore possible solutions that meet everyone's needs
- Focus on building consensus