

STYLES CHEAT SHEET

STYLE	Do...	DON'T....	SAMPLE CONVERSATION
ACCOMMODATE <i>Meets others' needs first, prepared to give on own needs.</i>	Help them articulate if they have an issue, give them several opportunities to present their side of the issues.	Assume it's resolved when they let you have what you want.	"I understand you're agreeing with me now and that solves the immediate issue. But do you think this will work for you long term? I'd like for this to work for both of us."
AVOID <i>Does not want to be involved in conflict and will avoid issues.</i>	Persist gently and make it easy for them to work with you – give them time to pause and reflect, perhaps booking a time to come back for a solution.	Shout, escalate emotions, make the situation more difficult.	"I've noticed that this doesn't seem to be something you want to talk about. The problem is that I have to have it resolved so I just can't avoid it so I'll have to keep coming back until we get something worked out. What's the best way for us to work this out? "
COLLABORATE <i>Will work hard at finding the optimal win-win solution, prepared to invest time in a fair process.</i>	Give them information on what you need out of the situation and be prepared to listen to their needs. Be prepared for the process to take longer.	Try to push through your solution. If you feel the process is taking too long, ask for suggestions to shorten it.	"I think I understand what you are looking for. Here are the things I need to get. What are some ways we could both get what we need?"
COMPETE <i>Meets own needs, fights for what is right.</i>	Let them articulate their point of view.	Get caught up in arguing who's right or take the first position suggested as a given.	"I hear what you are saying. I would like you to hear what I am saying and then we'll see what we can work out."
COMPROMISE <i>Looks for ways to meet needs in a short time frame.</i>	Agree to a compromise if it substantially meets your needs.	Accept a lose-lose compromise just because people want quick resolution.	"I understand it would be more efficient to split the difference but my concern is we'll be back here very soon with the same issue again. I think it would be worth X time to sort this out."