

MindfulLiving™ Module 6

Compassionate Communication

Chapter 9 - Reading Material

Conflict Management Styles

Adapted by Shery Clein, MindfulLiving™ Coach
Advocating Awareness Intelligence



As we grow, we typically adopt one of these strategies as our go-to method for handling conflict. Which one resonates with you?

❖ **DEMAND:** Hold firm (fight)

"My way or the highway"

This strategy focuses on your own needs with little concern for the other party, using assertiveness to push until you get your way.

[I satisfy my needs at your expense.]

❖ **ACCOMMODATE:** Be nice (freeze)

"Go along to get along," "Don't make waves."

With this approach, you yield your interests to the other party, prioritising peace over your own needs.

[I satisfy your needs at the expense of my own.]

❖ **WITHDRAW:** Walk away (flight)

"I don't care," "I'm not going to play this game."

Here, you avoid or suppress the problem, walking away rather than addressing the conflict.

[Neither you nor I satisfy our needs.]

The most common strategy for resolving conflict is:

❖ **COMPROMISE:** We each give a little

"I give some, you give some"

In this method, both parties give up part of their needs to reach a middle ground.

[We each give up some of our needs to satisfy the other party.]

But there's a more assertive approach:

BLEND: We both get our needs met

This method requires mindful awareness and exploration of the following:

- **Behaviour (body language, tone)**
- **Feelings**
- **Needs (both yours and theirs)**

It's a creative process, often circular and non-linear, where the outcome may be unexpected or counter-intuitive. Here are the three steps involved:

1. Recognise and accept both parties' feelings and perceived needs.
2. Discover and inquire into the other party's intentions and root goals.
3. Mutually explore potential solutions that satisfy both parties' root goals.

*For more on resolving conflicts in this way, see **Non-Violent Communication** by Marshall Rosenberg.*



Thank You Message from Shery Clein

As your MindfulLiving™ Coach, I want to express my sincere thanks for your valuable participation. Your dedication and commitment are truly appreciated! Our goal is to help you address uncomfortable issues and overcome obstacles in an authentic and empowering way.

Most importantly, enjoy the journey! Feel free to contact me with any questions or for assistance along the way. 🙏 Blessings, and stay healthy. Love, Shery



Compassionate communication is a heartfelt connection to others.

+27 824 588151 | shery@sheryclein.com | www.sheryclein.com