**Collaborating—all sides win:** All parties realize that people see things differently, and they examine all of the options and viewpoints and work toward finding a solution that will meet as many needs and concerns as possible.

Cons:

* takes time

Pros:

* maintains positive relationships among   
  all parties
* gets feelings out into the open and dealt with
* accommodates strong feelings about issues

Example of collaborating to resolve a conflict:

**Compromising—meeting halfway:** Parties “split the difference” or each give up a little bit so that everyone gets some of what they want, but no one gets everything they want.

Cons:

* no one is completely satisfied
* doesn’t accommodate strong feelings about issues very well

Pros:

* a quick and easy solution
* fair

Example of compromising to resolve a conflict:

**Accommodating—giving in:** One party decides the issue is not worth the conflict and accepts the other party’s position or one party admits an error.

Cons:

* unexpressed feelings and resentments may build up and affect relationships in the long term

Pros:

* keeps the peace and maintains positive   
  relationships, at least in the short term

Example of accommodating to resolve a conflict:

**Avoiding—withdrawing:** One party avoids or leaves the conflict or diverts attention from it.

Cons:

* nothing is resolved
* feelings are repressed and could have repercussions

Pros:

* keeps the peace
* no one gets hurt

Example of avoiding a conflict:

**Forcing—coercion:** One party insists that one solution/position is right and must prevail.

Cons:

* may foster ill will among parties
* all feelings are not brought out into the open

Pros:

* resolves the issue quickly
* reinforces the “rightness” of a position

Example of using force to resolve a conflict:

**Getting help:** One or more parties realize they do not have the tools, knowledge, and/or power to resolve the conflict so they seek out someone who does.

Cons:

* delays the resolution

Pros:

* ensures a thoughtful resolution

Example of getting help to resolve a conflict: