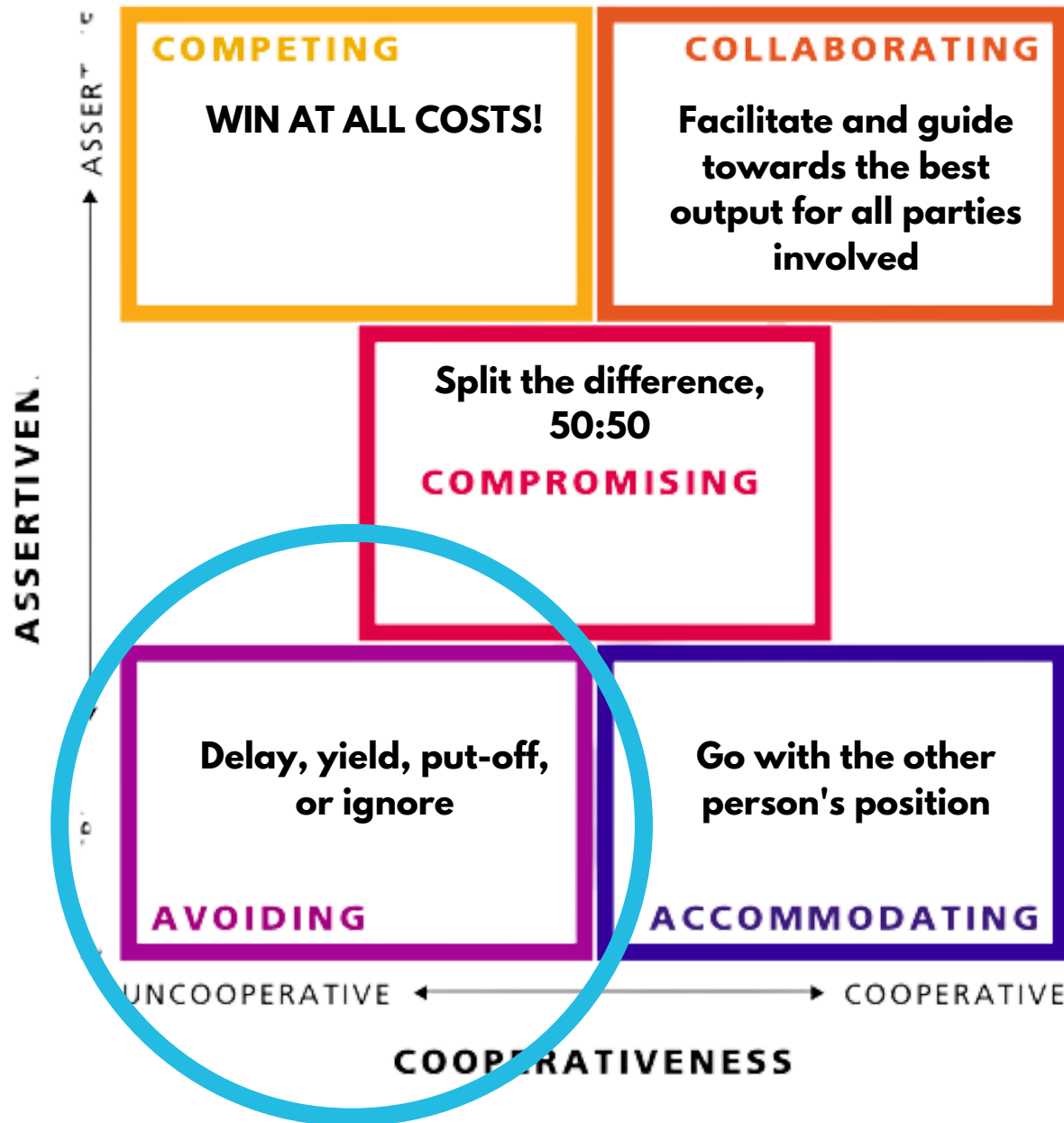




Which one sounds most like you?



Conflict-handling behavior is adapted from "Conflict and Conflict Management" by Kenneth Thomas in *The Handbook of Industrial and Organizational Psychology* (Chicago: Rand McNally, 1976). Another valuable contribution in this field is the work by Robert Blake and Mouton in *The Managerial Grid* (1964).

# Avoiding Style

## PROS

When you need more time to refine your position

When you need more data or info

Time to de-escalate YOUR emotions

Time to de-escalate THEIR emotions

## CONS

May be perceived as a delay "tactic"

Miss important risks or opportunities

Looks like you value yourself > others

Can look like you aren't taking their emotions into consideration





Whiteboard  
CONSULTING GROUP

CREATE A NEW  
HABIT  
SELF-  
AWARENESS

**WHEN I...**

*AM TEMPTED TO DEFER A DIFFICULT CONVERSATION BECAUSE I DISLIKE CONFLICT,*

---

**INSTEAD OF...**

*I WILL CONSIDER THE IMPACTS (BRIEFLY),*

---

**I WILL...**

*MAKE AN INTENTIONAL AND PURPOSEFUL DECISION TO DELAY OR PROCEED ACCORDINGLY.*

---

**#365DAYSOFLLEADERSHIP**

**CREATE A NEW HABIT**  
**SELF-AWARENESS**

**WHEN I...**

---

**INSTEAD OF...**

---

**I WILL...**

---

**#365DAYSOFLEADERSHIP**