

The 5 Cs of Conflict Management



Collaboration

Jointly working toward a solution that benefits all involved parties.

When to Use: Ideal when a solution that satisfies everyone's needs is essential.



Compromise

Finding a middle ground where each party makes concessions to reach an agreement.

When to Use: Suitable when both sides have valid points, and a speedy resolution is more important than an ideal solution.



Confrontation

Assertively standing firm on critical issues.

When to Use: Best in situations needing quick, decisive action, such as emergencies, or when compliance, regulatory or legal issues are at stake.



Concession

Yielding to the other party's needs to maintain relationships.

When to Use: Effective when the relationship is more important than winning the argument, or when the issue is not of significant importance to you.



Circumvention

Deliberately avoiding conflict and steering clear of confrontation.

When to Use: Useful when the conflict is minor and other issues are more pressing.