



**STUDYDADDY**

**Get Homework Help  
From Expert Tutor**

**Get Help**



<a href="#">Latest News</a>	<a href="#">ADR</a>	<a href="#">Business</a>	<a href="#">Psychology</a>	<a href="#">Economics</a>	<a href="#">Neuroscience</a>	<a href="#">Resource Center</a>
-----------------------------	---------------------	--------------------------	----------------------------	---------------------------	------------------------------	---------------------------------

## Dual Concern Model

The Dual Concern Model assumes that parties' preferred method of handling conflict is based on two underlying dimensions: assertiveness and empathy. The assertiveness dimension focuses on the degree to which one is concerned with satisfying one's own needs. The empathy (or cooperativeness) dimension focuses on the extent to which one is concerned with satisfying the needs of others. The intersection points of these dimensions land us in different conflict styles. It's always helpful not only to realize your own style, but also to appreciate the style that your opposite number is using.

A "competitive" conflict style maximizes assertiveness and minimizes empathy. Competitive types enjoy negotiation interaction, and tend to look at it as a game or a sport with a winner and a loser; they pay less attention to the relationship. They are focused on winning and claiming the biggest piece of the pie. Competitive types approach conflict saying: "I want to win, and I want to win."

An "accommodating" conflict style, in contrast, maximizes empathy and minimizes assertiveness. Accommodating types, who are meeting the needs of others, are perceptive and intuitive about emotional states, detect subtle verbal and nonverbal cues, and have strong relationship building skills; they tend to deflect or give up in the face of conflict out of concern for the relationship, rather than for their own needs. Accommodating types tend to believe that "[b]eing agreeable may be more important than winning."

An "avoiding" conflict style is both low in assertiveness and low in empathy. Avoiders can be adept at sidestepping conflict, exercise tact and diplomacy in high-conflict situations, and can artfully increase their own leverage by waiting for others to move. At the same time, however, they may "leave money on the table" and miss the opportunities for mutual gain that could be had. They avoid underlying relationships, and allow problems to fester by ignoring them. Avoiding types worry that: "I don't want to get involved in this, and I don't want to get involved in it either."

"Collaborative" types are highly assertive and highly empathetic at the same time, therefore they are concerned about both their own needs and the other person's needs while simultaneously being committed to having their own needs met. Collaborative types seek creative opportunity and do not mind investing the time to dig deep and find a win-win solution, but may be inclined to do more than are called for under the circumstances. Collaborative types approach conflict saying: "Let's find a way to work together."

Finally, a "compromising" conflict style is intermediate on both the assertiveness and empathy dimensions. Compromisers engage in some give and take when bargaining. A compromise approach allows those in conflict to find a middle ground for efficient resolution to the conflict. However, compromisers sometimes miss opportunities by moving too quickly.



trades and joint gains, and may neglect the relational aspects of the dispute. Compromisers approach conflict saying, "Issue."

Jeffery H. Goldfien & Jennifer K. Robbennolt, *What if the Lawyers Have Their Way? An Empirical Assessment of Court Toward Mediation Styles*, 22 Ohio St. J. on Disp. Resol. 277 (2006-2007) (citations omitted).

## Recent Posts



### Helping Students Develop "Grit" and a "Growth Mindset"

*Louis J. Sirico, Jr., Legal Skills Prof Blog*



### Divorce by Demographic

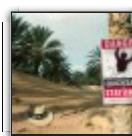
*Margaret Ryznare, Family Law Prof Blog*

## Popular Posts



### Dewey & LeBoeuf Post-Mortem Will Likely Drag On

*Wall Street Journal*



### The Guardian: Decision Quicksand

*The Guardian*

## Latest Tweets

DonPhilbin

Investors Should Wake Up to Japan's Robotic Future -

<https://t.co/wOrX94PUUu> #News #Robots <https://t.co/riQxHTi2oX>

October 7, 2017.

Follow @DonPhilbin

© Copyright 2013 ADR Toolbox · All Rights Reserved · Terms of Service · Privacy Policy





**STUDYDADDY**

**Get Homework Help  
From Expert Tutor**

**Get Help**