

Adversarial and Cooperative Orientations

Positional - my solution

Openness – to be influenced

Conflicts escalate and intensify

De-escalation

Increased miscommunication

Open to listen and understand

Defensive behaviour

Open behaviour, friendly

Feels personal, attacking

Willingness to work together

Closed minded, resistant

Awareness and understanding

Attack the Person

Attack the Problem

Relationship is low concern

Goal to improve relationship