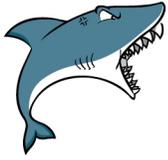


# ANIMAL CONFLICT STYLES: HANDOUT (INFORMATION TO INTRODUCE):

Animal	Conflict Style	Behaviour	Benefits	Limitations
 <b>TURTLE: AVOIDING</b>	<ul style="list-style-type: none"><li>■ Denying a problem</li><li>■ Pretending not to notice</li></ul>	<ul style="list-style-type: none"><li>■ Leaving a situation</li><li>■ Holding back feelings and opinions</li></ul>	<ul style="list-style-type: none"><li>■ When confronting seems dangerous</li><li>■ When you need more time to prepare</li></ul>	<ul style="list-style-type: none"><li>■ The problem may never be resolved</li><li>■ Emotions may explode later</li></ul>
 <b>SHARK: CONFRONTING</b>	<ul style="list-style-type: none"><li>■ Getting what you want no matter what</li><li>■ Some people win, some lose</li></ul>	<ul style="list-style-type: none"><li>■ Interrupting/ taking over</li><li>■ Ignoring others' feelings and ideas</li><li>■ Loud tone of voice</li><li>■ Sometimes use physical violence</li></ul>	<ul style="list-style-type: none"><li>■ When immediate action is needed</li><li>■ When you believe in the absolute rightness of your actions and don't see any other choice</li></ul>	<ul style="list-style-type: none"><li>■ This style can make people defensive and can make a conflict worse</li><li>■ This style can make it hard for others to express how they feel</li></ul>
 <b>CAMELION: ACCOMODATING</b>	<ul style="list-style-type: none"><li>■ Giving in to other person's point of view</li><li>■ Paying attention to others' concerns and not your own</li></ul>	<ul style="list-style-type: none"><li>■ Apologising / saying yes to end the conflict</li><li>■ Letting others interrupt or ignore your feelings, ideas</li></ul>	<ul style="list-style-type: none"><li>■ When you think you've made a mistake or that you don't really understand the situation</li><li>■ When smoothing over is important for keeping a relationship</li></ul>	<ul style="list-style-type: none"><li>■ You may work hard to please others but never be happy yourself</li><li>■ Being nice doesn't always solve the problem</li></ul>
 <b>ZEBRA: COMPROMISING</b>	<ul style="list-style-type: none"><li>■ Each person wins some and loses some</li></ul>	<ul style="list-style-type: none"><li>■ Interested in finding a solution</li><li>■ Show desire to talk about the problem</li></ul>	<ul style="list-style-type: none"><li>■ When you need a fast decision on small issue</li><li>■ When nothing else works</li></ul>	<ul style="list-style-type: none"><li>■ You may fix the immediate conflict but not the bigger problem</li><li>■ Each person may not end up happy</li></ul>
 <b>OWL: PROBLEM SOLVING</b>	<ul style="list-style-type: none"><li>■ Finding a solution that makes everyone happy</li><li>■ Looking closely at the sources of the conflict</li></ul>	<ul style="list-style-type: none"><li>■ Addressing your feelings, needs and wants</li><li>■ Listening to others</li></ul>	<ul style="list-style-type: none"><li>■ Can make someone who is stubborn move towards resolving a problem</li></ul>	<ul style="list-style-type: none"><li>■ This requires time and good communication skills</li></ul>