

The slide features a dark brown background with the following text in a light beige, serif font:

**HOW TO BECOME  
COMFORTABLE AND  
CONFIDENT IN THE FACE OF  
CONFLICT**

**MODULE 1:  
COLLABORATION**

At the bottom of the slide, there is a footer bar with a blue background. On the left, there is a solid orange square. To its right, the text "Kirstin Lund" is displayed above "collaborationschool.com". On the right side of the footer bar, there is a small white speaker icon with sound waves, indicating an audio component.

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

## Module 1: Collaboration

In this first module, I'm going to tell you about the 5 modes of problem solving, we'll talk about what collaboration is and how it differs from other styles.



---

---

---

---

---

---

---

---

---

---

---

## 5 modes of problem solving

There are 5 basic modes of problem solving:

- Compete
- Avoid
- Accommodate
- Compromise
- Collaborate



---

---

---

---

---

---

---

---

---

---

---

---

## 5 modes of problem solving

Each mode of problem solving can be appropriate in different situations. Using one mode for all situations will create conflict.



---

---

---

---

---

---

---

---

---

---

---

---

## compete

***"This has to be done my way."***

**Potential Uses:**

- When quick, decisive action is needed. (e.g. in emergency)
- On important issues where unpopular actions need implementing.
- When you've agreed to engage in competition.



---

---

---

---

---

---

---

---

---

---

---

---

---

---



## accommodate

*"Because that's what you want, I'll agree."*

**Potential Uses:**

- When issues are more important to others than to you.
- To build relationship.
- When harmony and stability are especially important.
- To allow others to develop by learning from mistakes.



---

---

---

---

---

---

---

---

---

---

---

---

---

---

## compromise

*"We need to find a middle ground on this."*

**Potential Uses:**

- ❑ Goals are important but not worth the time it could take to collaborate.
- ❑ Achieve temporary settlements to complex issues.
- ❑ Arrive at expedient solutions under time pressure.
- ❑ Backup when collaboration or competition is unsuccessful.



---

---

---

---

---

---

---

---

---

---

---

---

---



## collaborate

*"Let's hear all perspectives and find a solution that meets all of our needs."*

**Potential Uses:**

- Find a joint solution when the concerns are too important to be compromised.
- To merge insights from people with different perspectives.
- Gain commitment and buy-in by incorporating concerns into consensus.
- When the working relationship is paramount.



---

---

---

---

---

---

---

---

---

---

---

---

## your preferred mode(s)

Take a few minutes to think about:

- Which of the five modes are you most likely to choose when you're faced with conflict? ("It depends" is a fine answer! Which do you use when?)
- How has using that mode consistently impacted you/your relationships?
- How has using that mode consistently impacted how you feel about conflict?



---

---

---

---

---

---

---

---

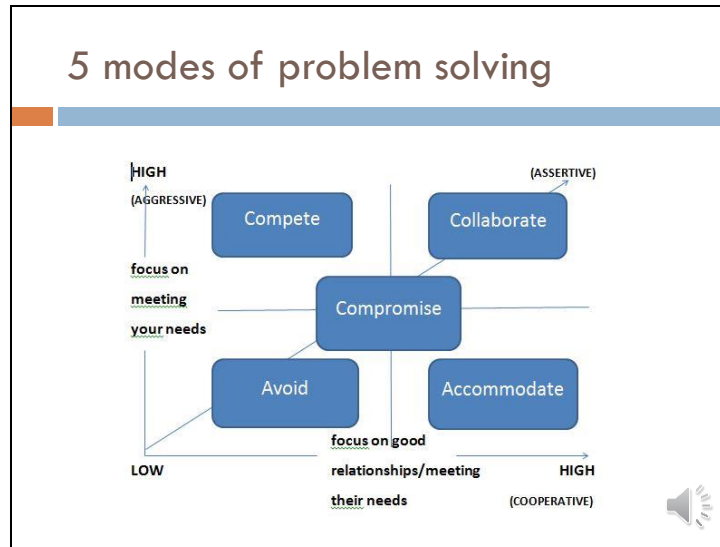
---

---

---

---

---



---

---

---

---

---

---

---

---

---

---

---

---

## collaboration

Collaboration is the art of working together for good solutions and good relationships. The focus is on meeting both your own needs and the needs of the other(s).



---

---

---

---

---

---

---

---

---


---

---

### 3 key truths

In my 20 years of facilitating conflict and collaboration, I have come to identify 3 key truths, and I'll be sharing them all with you over the course of this pilot. The first is this:

- 1 Good relationships equal good solutions.



---

---

---

---

---

---

---

---

---

---

---



questions

If you have any questions about how to proceed or any of the material, please send me an email at [collaborationschool@gmail.com](mailto:collaborationschool@gmail.com). I'm happy to hear from you! (I'd also really love to hear about it if you experience any weird technical snafus! I'm open to anything you want to tell me – remember this is a pilot and I want to learn from you, as well 😊)



Horizontal lines for notes or additional questions.