

# Conflict Resolution

## Know your staffs' behaviour types

In conflict situations there may be winners and losers. It is important to understand your own behavioural type and that of your colleagues as well.

### **Aggressive**

Aggressive behaviour is at the other end of the scale from submissive behaviour. We go in absolutely determined to make our views heard and to get our own needs met.

### **Assertive**

Assertive behaviour is that which is aimed at meeting our own needs as much as possible, while respecting the views and needs of other people.

### **Submissive**

Submissive (or non-assertive) behaviour means not standing up for ourselves, giving way to other people, expressing our views in a cautious or timid way.