

## Intercultural Conflict Style

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## Intercultural Conflict Style

- We learn our primary way of handling conflict in the culture we grow up in for the longest time.
- People are not very adaptable in their style of relating to others when in conflict situations. We rely on our primary style.
- Emotions are universal, but how you convey them appropriately is culturally determined.

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## Two Variables in Conflict Communication

1. How much we rely on the literal message of the words we say.
2. How much emotion we overtly express.



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## Direct Conflict Styles

- intended message literally stated in words spoken
- precise, explicit language used
- face-to-face interaction preferred
- opinions, wants, & desired outcomes explicitly described
- differences of opinion directly stated
- reasoned arguments used to persuade
- focus is on facts, details, & evidence

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## Indirect Conflict Styles

- intended message implied, but not directly stated in words
- ambiguous, vague, metaphorical language
- use of mediators preferred
- goals, opinions, disagreements, or desired outcomes not explicitly spoken in an effort to preserve harmony
- working on "saving face" of all parties more persuasive than presenting "factual evidence"
- agreement may be stated to repair relationship, but may not be true feelings of person speaking
- focus is on repairing or maintaining the relationship, not on facts or details

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## Emotionally Expressive Conflict Styles

- emotions displayed overtly
- emotions are controlled by expressing them (e.g., "blowing off steam")
- feelings visibly displayed with non-verbal behavior
- greater variation in pitch, loudness, and speed of speech used to convey emotion
- negative response to requests to restrain emotional expression
- commitment, trust, and degree of personal involvement shown through amount of emotion displayed
- credibility and sincerity demonstrated through emotional display

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## Emotionally Restrained Conflict Styles

- emotions are disguised in order to maintain harmony
- less display of non-verbal behavior
- less variation in speech rate, loudness, and pitch
- concern exists that displaying emotion will hurt the feelings of the other person
- keeping emotions hidden increases trust
- credibility and sincerity are built by avoiding the display of emotion

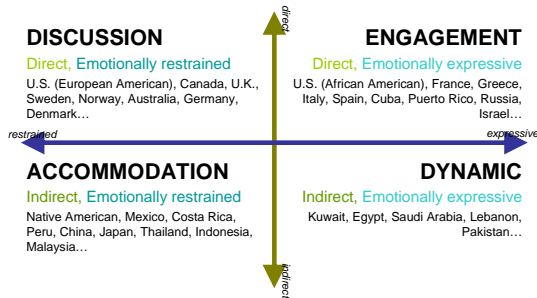
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## Summary of Conflict Dimensions



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## The Four Conflict Styles



## DISCUSSION Conflict Style

Direct, Emotionally restrained

Self-Perceived Strengths:

Weaknesses as Perceived by Other Styles:

- Confronts problems
- Elaborates arguments
- Maintains calm atmosphere
- Difficulty in "reading between the lines"
- Appears logical but unfeeling
- Appears uncomfortable with emotional arguments

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## ENGAGEMENT Conflict Style

Direct, Emotionally expressive

Self-Perceived Strengths:

Weaknesses as Perceived by Other Styles:

- Provides detailed explanations, instructions, & information
- Expresses opinions
- Shows feeling
- Appears unconcerned with the views & feelings of others
- Appears dominating & rude
- Appears uncomfortable with viewpoints that are separated from emotion

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## ACCOMMODATION Conflict Style

Indirect, Emotionally restrained

Self-Perceived Strengths:

Weaknesses as Perceived by Other Styles:

- Considers alternative meanings to ambiguous messages
- Able to control emotional outbursts
- Sensitive to feelings of the other party
- Difficulty in voicing own opinion
- Appears uncommitted & dishonest
- Difficulty in providing elaborated explanations

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## DYNAMIC Conflict Style

Indirect, Emotionally expressive

### Self-Perceived Strengths:

- Uses third parties to gather information & resolve conflicts
- Skilled at observing changes in non-verbal behavior
- Comfortable with strong emotional displays

### Weaknesses as Perceived by

### Other Styles:

- Rarely “gets to the point”
- Appears unreasonable & devious
- Appears “too emotional”

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