

ASSERTIVENESS

Power/Dominance

COMPETE

(I Win/You Lose)

“My way or the highway.”

Integration

COLLABORATION

(We both Win)

“Two heads are better than one.”

Negotiation

COMPROMISE

(We both Win/Lose)

“Let’s make a deal.”

Denial/Withdrawal

AVOID

(We both Lose)

“I’ll think about it tomorrow.”

Smoothing Over

ACCOMMODATE

(I Lose/You Win)

“It would be my pleasure.”

COOPERATIVENESS