

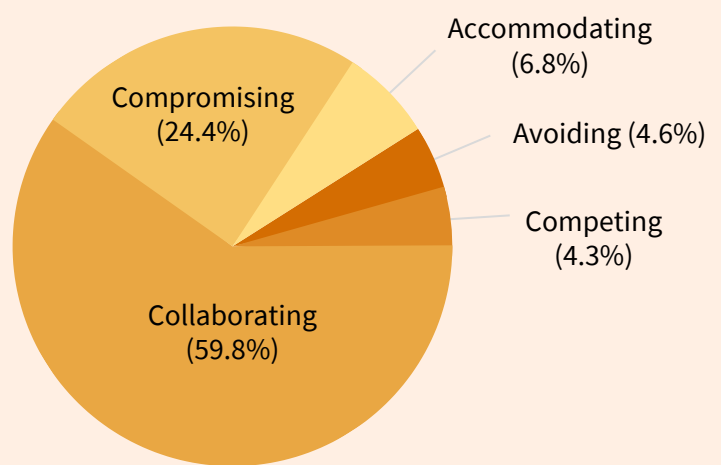
WORKPLACE CONFLICT STATISTICS:


HOW DO WE APPROACH CONFLICT AT WORK?

In 2022, Niagara Institute asked professionals around the world about their conflict management style at work. Since then, 716 professionals have responded from over 36 countries, with the highest participation rates among those in Canada, the United States, and the United Kingdom. Find out the results of that survey below.

WHAT IS THE MOST COMMON CONFLICT MANAGEMENT STYLE?

Out of the five main conflict management styles, the collaborating conflict style was the most popular at 59.8%.



 **55.7%**

The majority of respondents (55.7%) prioritize restoring harmony when resolving conflict, even if they have to push aside or ignore their own needs.

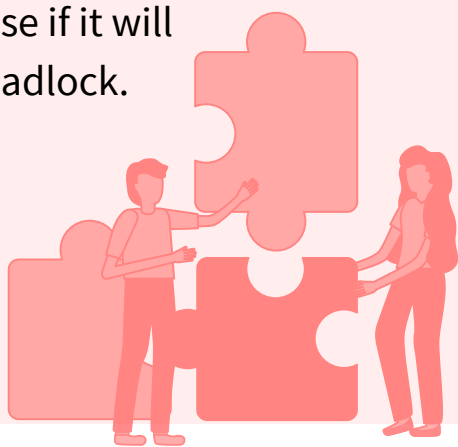
30.6% of respondents agree that they come off competitive or aggressive when resolving conflict in the workplace.

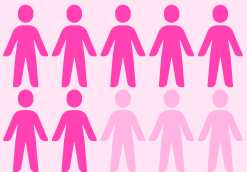


WHAT DO YOU FOCUS ON WHEN RESOLVING CONFLICT AT WORK?

1. Making everyone feel heard and working together on a solution (59.5%)
2. Finding a compromise (20.8%)
3. Not upsetting anyone (8.7%)

By far, the majority of respondents **87.8%** are willing to compromise if it will break a deadlock.



 **70.7%**

When a trivial conflict arises at work, the majority of respondents (70.7%) agreed that they try to find a compromise to resolve conflict quickly.

WHAT IS YOUR GREATEST STRENGTH WHEN IT COMES TO CONFLICT?

1. Suggesting creative solutions (28%)
2. Finding a middle ground (24.8%)
3. Keeping the peace (18.6%)

80.6% of respondents are not afraid to have difficult conversations if it can move the conflict towards a win-win solution. In addition, **67.3%** of respondents are willing to keep difficult conversations going until a resolution is reached.

