

Direct Conflict Style Patterns	Indirect Conflict Style Patterns
Meaning is explicitly in the verbal message: "Say what you mean"	Meaning is "outside" the verbal message: nonverbal, metaphors, analogies
Precise, explicit language	Ambiguity and vagueness of words and phrases
Prefer to talk face to face	Reliance on third parties for resolution of disagreements
Speaking your mind: "I think that..."	Reserved in voicing goals
Stating the difference of opinion: "I disagree with you"	"Talk around" disagreements
Persuasion through reasoned argument	Persuasion through facework
Focus is on the topic and the disagreement	Focus is on relationship repair

Emotional Restraint	Emotional Expressiveness
Disguised display of emotions: Poker face	Overt display of emotions
Control emotions by "internalizing"	Control emotions by "externalizing"
Minimal display of feelings through nonverbal behavior	Visible display of feelings through nonverbal behavior
Hold your tone calm	Expansive vocalization
Sensitive to hurting feelings of other party	Sensitive to constraints on expressing own feelings
Relationship trust is remaining calm: Restraint = maturity	Relational trust through emotional commitment: Passion = engagement
Emotional suppression is necessary for credibility: "Just the facts"	Emotional information necessary for credibility: Show me you care!

Intercultural Conflict Styles

	Emotional Restraint	Emotional Expression
Direct	<p>Discussion: Resolution comes from clash of views</p>	<p>Engagement: Resolution comes when emotions are engaged</p>
Indirect	<p>Accommodation: Resolution comes with the harmony of things</p>	<p>Dynamic: Resolution comes with sharing the wisdom of a story</p>

Tips for Direct Communicators:

- Avoid blunt comments.
- Remember that avoiding insults may be seen as more important than providing honest feedback.
- Pay attention to nonverbal behaviors.
 - *In particular, a discrepancy between nonverbal behaviors and the words used by an indirect speaker can indicate that the words aren't accurate.*
- Recognize that, for indirect communicators, it's "often easier to agree than to disagree"
- Use open-ended, non-leading questions.
- Avoid phrasing a question so that the answer may be perceived as insulting to someone (for example, may be seen as criticizing someone).

Tips for Indirect Communicators:

- Recognize that your subtle messages may not be perceived in the way you expect or may not be perceived at all.
- Accept that direct communicators respect direct speech.

