

Intercultural Conflict Styles

Adapted from materials by Mitch Hammer

Direct	Indirect
<ul style="list-style-type: none">• Meaning is “inside” the verbal message• Precise and explicit language use• Reliance on face-to-face resolution of disagreements• Speaking your mind• Verbally assert differences of opinion• Persuasion through reasoned argument• Substantive disagreement focus	<ul style="list-style-type: none">• Meaning “outside” the verbal message• Ambiguous and vague language use• Reliance on third parties for resolution of disagreements• Discretion in voicing goals• “Talk around” disagreements• Persuasion through facework• Relationship repair focus

Emotionally Expressive	Emotionally Restrained
<ul style="list-style-type: none">• Overt displays of emotion• Control emotions by “externalizing”• Visible display of feelings through nonverbal behavior• Expansive vocalization• Sensitive to constraints on expressing own feelings• Relational trust through emotional commitment• Emotional information necessary through credibility	<ul style="list-style-type: none">• Disguised display of emotions• Control emotions by “internalizing”• Minimal display of feelings through nonverbal behavior• Constrained vocalizations• Sensitive to hurting feelings of the other party• Relational trust through emotional maturity• Emotional suppression necessary for credibility

<p>Engagement Style: Direct and Emotionally Expressive Mediterranean Europe, Russia, Israel, Latin America, USA (African American)</p> <p>Discussion Style: Direct and Emotionally Restrained Northern Europe, Australia, New Zealand, USA (European American)</p> <p>Dynamic Style: Indirect and Emotionally Expressive Middle East, Indian Sub-Continent, Sub-Saharan Africa</p> <p>Accommodation Style: Indirect and Emotionally Restrained East Asia, North and South America (Native American)</p>
