Ask these questions

On a scale of 1 to 10,
whereby 10 is "I totally agree" and 1 is "I totally disagree"

- It is easy for me to ask someone to do something
- I do not like to disagree with people
- I find it easy to voice my own opinion
- I do not like saying no
- When someone offers me something I find it easy to say yes immediately
- If I disagree with my boss at a meeting, I would not say so
- If I make a mistake, I am happy to admit it to others
- It is important to give valuable presents to business partners

FACE

Face

- Concern for self = self-face
- Concern for others = other face
- Concern for self and others = mutual face

- We can lose face, save face, give face, restore face, honour face

- Face is the image we like to have of ourselves

Face by e-mail

Dear Greg

I hope this e-mail finds you well …

Dear Mr Bond
I need your help. Can you please write a reference for me, this is very urgent. You can send it by email or I can come to your office this week.
Thanks and best regards

Dear Mr Bond
I am writing to inquire whether it might be possible to change our plans for our meeting next week. I appreciate that this may not be possible for you, and I am very sorry for any inconvenience I may be causing.
…
Thank you so much for your time, and once again, my apologies.

Good afternoon!

I am really interested in your job offer,
attached my cv.
Best wishes

An alle …
wir starten eine Umfrage für ein Projekt, bei dem wir Eure/Ihre Hilfe gebrauchen könnten. Es handelt sich um einige wenige Fragen.
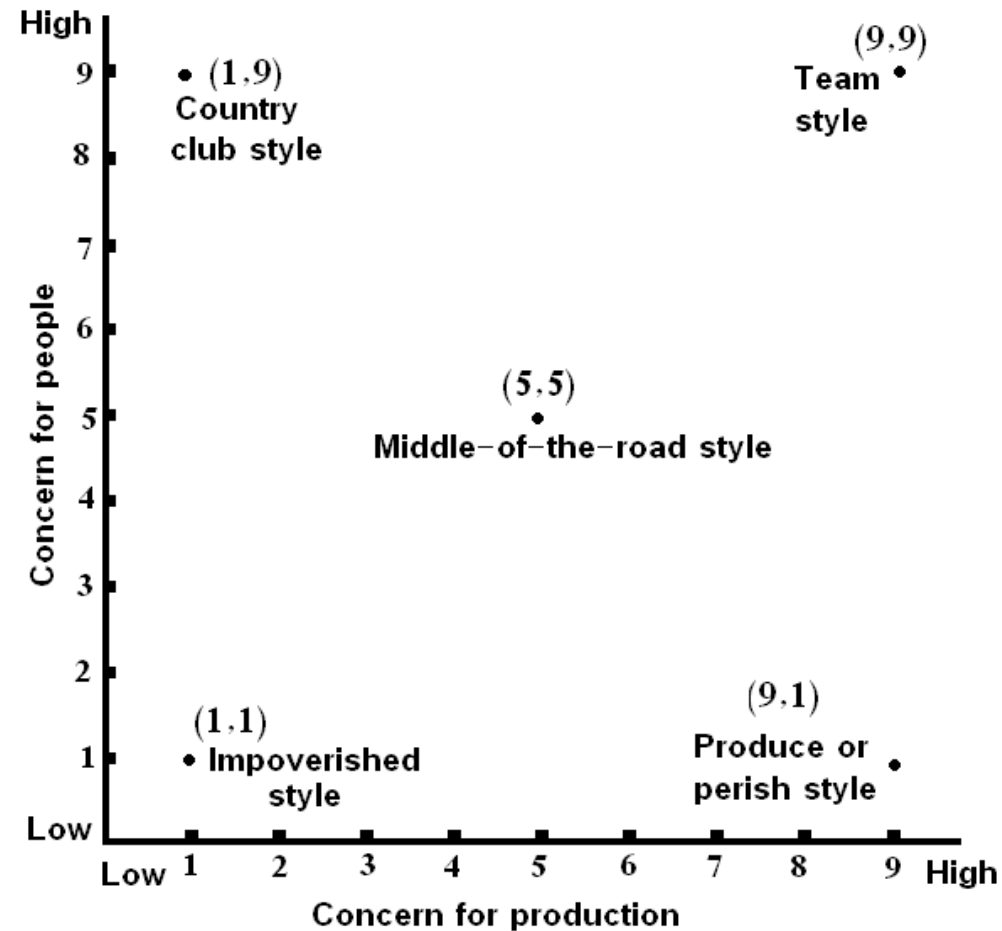Hier der Link:
Vielen Dank! Und wir hoffen auf eine rege Beteiligung.
MfG

The Managerial Grid

Robert Blake and Jane Mouton, (1964) The Managerial Grid: The Key to Leadership Excellence

Thomas-Kilmann Conflict Mode instrument

http://www.kilmanndiagnostics.com/overview-thomas-kilmann-conflict-mode-instrument-tki

Assertiveness   …   cooperativeness

Five styles of conflict:

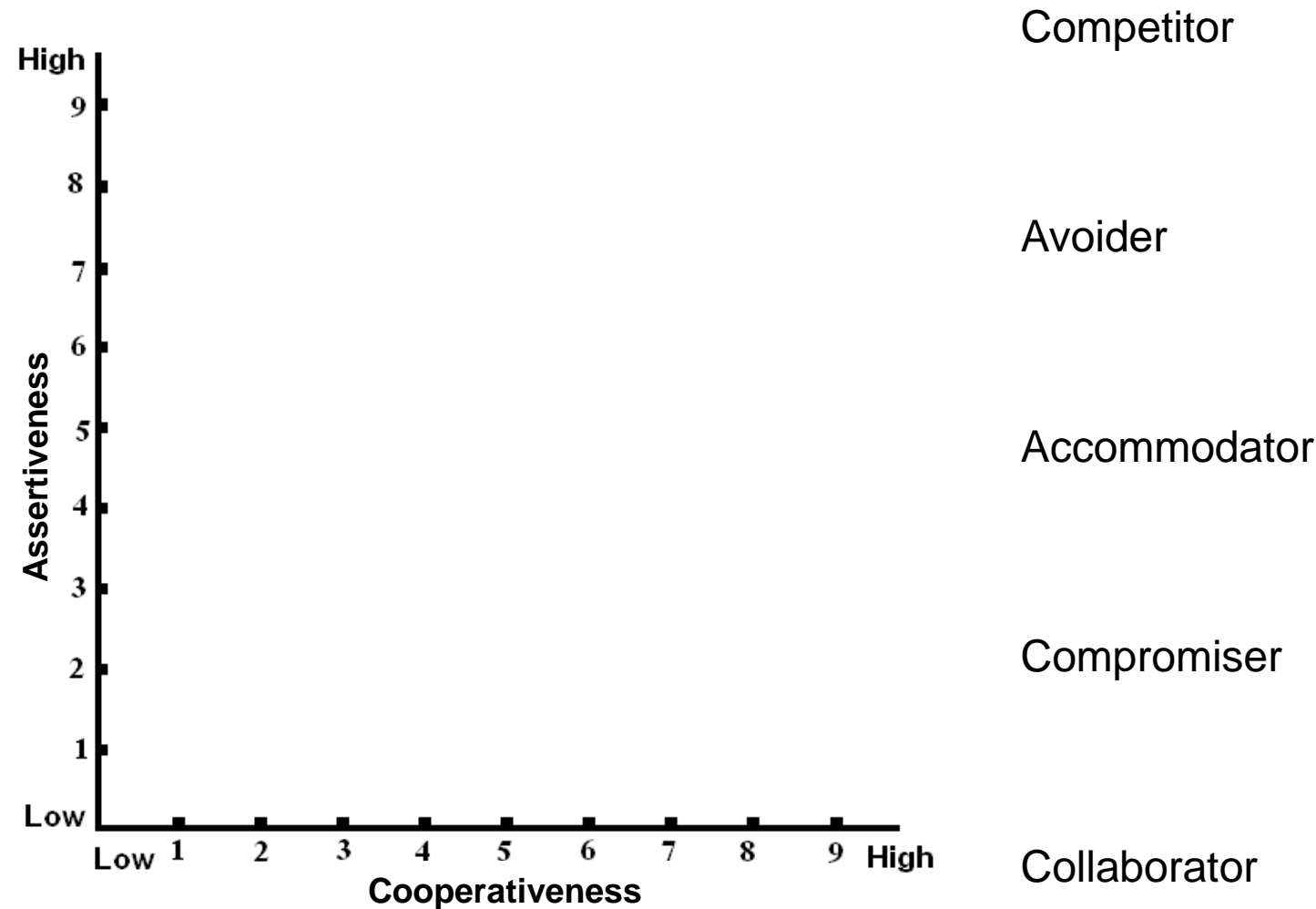Forcing (assertive, uncooperative)

Avoiding (unassertive, uncooperative)
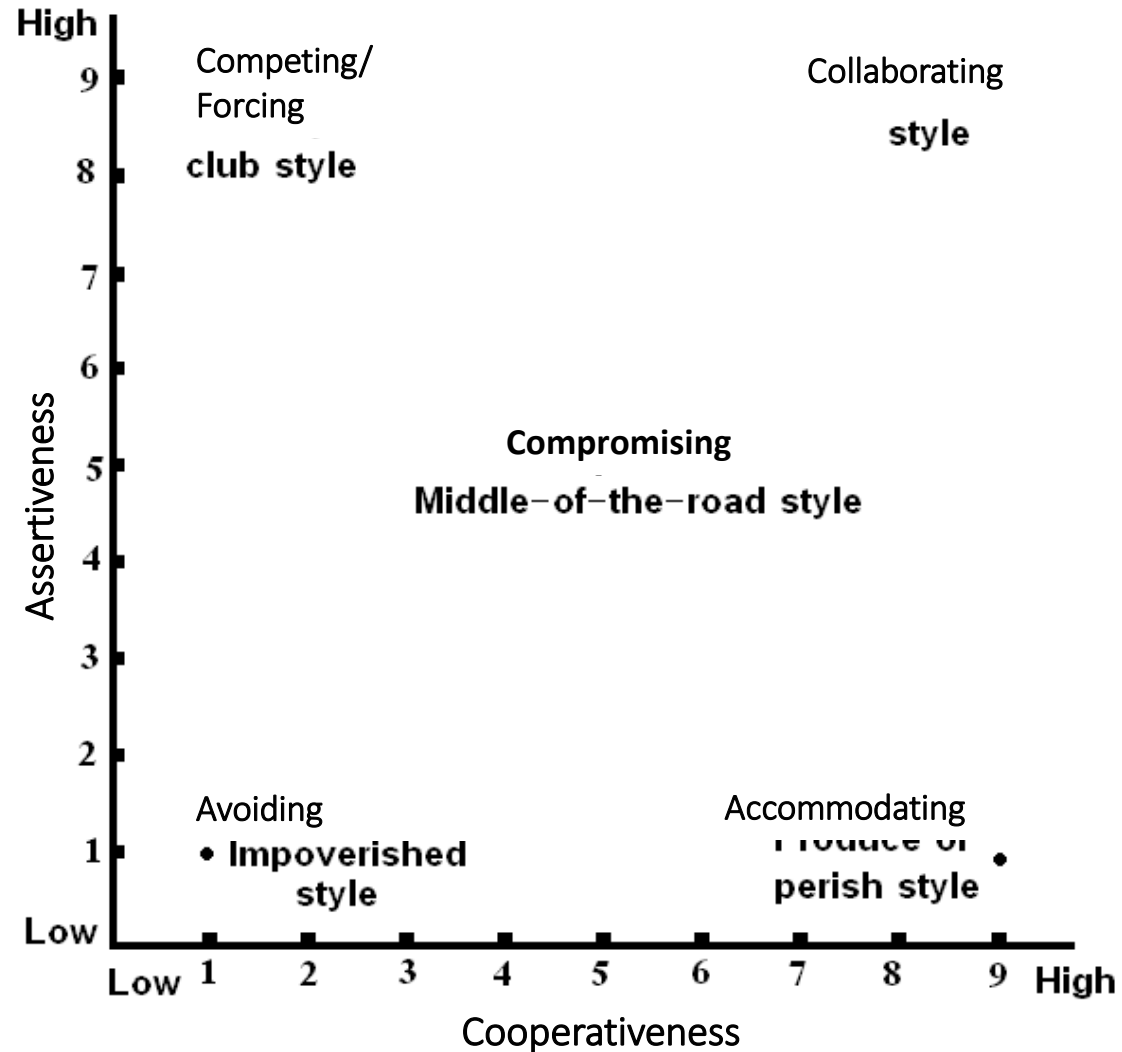
Accommodating (unassertive, cooperative)

Compromising (intermediate assertiveness and cooperativeness)

Collaborating (assertive, cooperative)

Conflict Styles Grid

Competitor

Avoider

Accommodator

Compromiser

Collaborator

The Conflict Styles Managerial Grid

Conflict Styles and Culture

Are there cultural factors in how we deal with conflict?

Talk about your own experience …

Can this relate to face – and levels of assertiveness and cooperation?

Can the five negotiation and conflict styles be related to culture?

Literature

Brown, P., & Levinson, S. C., Universals in language usage: Politeness phenomena. In *Questions and politeness: Strategies in social interaction* (pp. 56–311). Cambridge University Press. 1978

Ting-Toomey, S. , The Matrix of Face: An Updated Face-Negotiation Theory. In W.B. Gudykunst (Ed.), *Theorizing About Intercultural Communication* (pp. 71–92). Thousand Oaks, CA: Sage. 2005

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