Conflict Resolution

<u>Ways to deal with conflict</u>

1. The first is to <u>withdraw</u>. If you tend to view conflict as hopeless inevitability, which you can do little to control, you may not even try. You may withdraw physically by leaving the scene or you may leave psychologically.

2. If you feel that you must always look after your own interests or if your self-concept is threatened in a conflict, you may choose to win. No matter what the cost, you must win! Domination is usually reflected in this style; personal relationships take second place.

3. While driving along the highway or approaching an intersection, you have probably noticed a <u>yield</u> sign. "Giving in to get along" is another style. You don't like it, but rather than risk a confrontation, you choose this path.

4. "Give a little get a little" is called <u>compromise</u>. You may find that it is important to let up on some of your demands or ideas in order to help the other person give a little. You don't want to win all the time nor do you want the other person to win all the time.

5. A person may choose to <u>resolve</u> conflicts. In this style of dealing with conflicts, a situation, attitude, or behavior is changed by open and direct communication.

<u>Principles for resolving conflicts</u>

1. Select an appropriate time and place.
2. Define the problem. How do you define the problem and how does the other person define the problem?
3. Listen carefully to the other person. Make sure both (or all) points of view are understood. This may take questioning and clarifying statements.
4. Define the areas of agreement and disagreement in the conflict.
5. Identify your own contribution to the problem. Most conflicts involve contributions from both sides. When you accept some responsibility for a

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problem, the other sees a willingness to cooperate and will probably be much more open to the discussion.

6. State positively what behaviors on your part would probably help. Ask the same from others. As you share with each other, be open to one another's' feelings, observations, and suggestions.