

SUMMARY NOTES

# CONFLICT RESOLUTION

Conflict resolution is the process by which two or more parties endeavor to find a peaceful solution to their disagreements. If we can feel confident in resolving conflicts in a productive and respectful way, odds are we'll be less intimidated when conflict arises. There are two primary forms of conflict: personality-driven (emotional) and substantive (task-related).



### Conflict Resolution is Essential

Effective conflict resolution is essential to prevent resentment, which can escalate into larger confrontations if ignored.



### Active Listening & Assertiveness

Mastering conflict resolution enhances active listening, patience, empathy, assertiveness, and innovation.



### Improved Interpersonal Dynamics

Recognizing and addressing conflicts can lead to improved interpersonal dynamics and a more harmonious environment.

## METHODS FOR RESOLVING CONFLICT



Understand that many conflicts arise from differing expectations; recognizing and addressing these can prevent future disagreements.

### THE FIVE STYLES OF CONFLICT RESOLUTION

**1** Avoiding



Ignoring the conflict hoping it goes away.

**2** Competing



One party aims to win regardless of the consequences.

**3** Accommodating



One party concedes to the other's wishes. However, if you start accommodating simply to make the problem go away, you'll be compromising your own beliefs and happiness.

**4** Collaborating



Both parties work together for a win-win solution. This is a style we should strive for.

**5** Compromising



Both parties agree to relinquish some of their needs to find a middle ground. This is also a style we should strive for.

### COLLABORATION & COMPROMISING

**1** Acknowledge there is a problem, do not avoid it.

**2** Set ground rules, such as not interrupting each other and using "I" statements.



Saying "I feel not letting me take my car to the mall is unfair" is always going to be more productive than "you need to stop telling me where I'm allowed to go."

**3** Identify areas of agreement to build common ground.

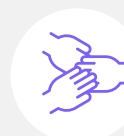
**4** Separate the opinion from the person.



For instance, your mom isn't ready for you to pick up three of your friends unsupervised. That doesn't mean she's an overbearing, untrustworthy person. In fact, she's probably just worried about you.

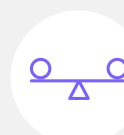
**5** Develop a range of possible solutions.

**6** For collaboration



Address underlying concerns; e.g., if one's driving experience is the issue, consider additional lessons.

**7** For compromise



Find a balance, like agreeing to drive with only one passenger and staying on surface streets.