

# Conflict Resolution

By Ted Davis

# OVERVIEW

- ABOUT CONFLICT
- CONTRIBUTING FACTORS
- STYLES OF RESOLUTION
- DIMENSIONS
- ADDITIONAL FACTORS

# ABOUT CONFLICT

- WHAT IS CONFLICT?
  - “The process that results when one person (or group) perceives that another person or group is frustrating, or about to frustrate, an important concern.”  
Dr. Kenneth Thomas, Handbook of Industrial and Organization Psychology
  - Can be constructive or destructive

# Factors

- Communication
- Structural
- Personal Behavior

# Styles of Conflict Resolution

- Competing (Forcing)
- Collaborating
- Compromising
- Avoiding
- Accommodating

# Additional Factors

- Who is involved?
- What are the stakes?
- What is the situation?

# Dimensions of Conflict Resolution

- Level of Cooperation
  - Uncooperative
  - Cooperative
- Level of Assertiveness
  - Nonassertive (Passive)
  - Assertive (Active)

# Styles and Dimensions combined

- Competing (I win - You lose)
  - Use of formal authority
  - Threats
  - Power
  - Highly assertive
  - Uncooperative

# Styles and Dimensions combined

- Collaborating (I Win – You Win)
  - Attempt to satisfy both sides
  - Honest discussion
  - Creative approaches
  - Highly assertive
  - Cooperative

# Styles and Dimensions combined

- Accommodating (I Lose – You Win)
  - Give in
  - Not important enough to fight over
  - Low assertiveness
  - High Cooperation

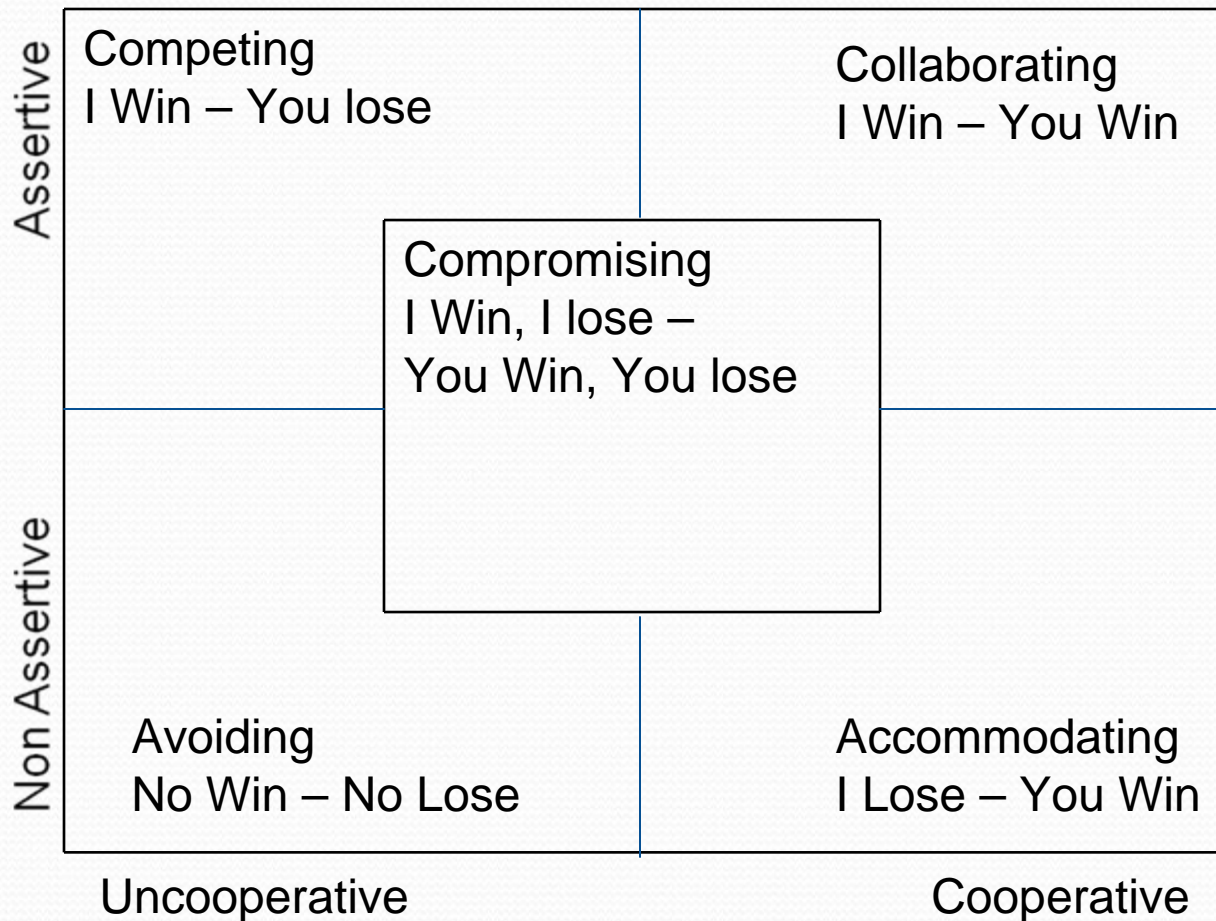
# Styles and Dimensions combined

- Avoiding (No win – No lose)
  - Neutrality
  - Effective while gathering data
  - Avoids escalation for the time being
  - Low assertiveness
  - Low cooperativeness

# Styles and Dimensions combined

- Compromising (I win, I lose – You win, You lose)
  - Seeks the middle ground
  - Both parties must be willing to give up something
  - Intermediate assertiveness
  - Intermediate cooperativeness

# Conflict Resolution Chart



# REVIEW

- ABOUT CONFLICT
- CONTRIBUTING FACTORS
- STYLES OF RESOLUTION
- DIMENSIONS
- ADDITIONAL FACTORS

# Conflict Resolution

By Ted Davis