

Conflict Resolution

Simple Conflict is a difference of opinion that both parties recognize, acknowledge and accept. The conflict may be over how to share limited resources, whom to support in an election, or where to dine.

Rx: Agree to disagree in an agreeable manner. If the issue is minor, it is easier to compromise or accommodate. If the issue is major, it's better to collaborate to resolve the conflict.

Pseudo Conflict refers to those misunderstandings in which we perceive that there is a conflict when there is none.

For instance, George and Malek may agree upon a topic but not realize this. They are interpreting one another's messages as being counter to their own messages. This failure to understand and to realize their misunderstanding creates relational conflict.

Rx: Listen mindfully and check your perceptions with your partner. Try to avoid assumptions and mindreading.

Ego Conflict occurs when we are emotionally invested in a decision. We believe that if others disagree with us, they are rejecting us. Thus, we become stubborn, willful, and proud.

Rx: Recognize that conflicts occur between the best of friends. No one will agree with another all the time. Disagreements are not an indication that the relationship is in trouble. Show grace if you have been obstinate and recognize that you have been wrong. Learn to apologize and to take responsibility for creating an ego conflict.

Values Conflict Values are deeply held beliefs-usually based on cultural traditions, long-held family and religious teachings and long-lasting memories of personal experiences. Given their sources, people's values seldom change, even when their more superficial desires (for instance, their interests) are modified. Value conflicts are even more difficult to deal with because the people in conflict may not only disagree about the substance of a dispute, but they will often disagree about the appropriate method of dispute resolution or dispute management as well.

Rx: Given the lack of agreement on both process and substance, parties involved in value conflicts tend to turn to force-based conflict options more often than negotiation or persuasive approaches, because force seems to be the only common language that both sides understand and honor.

Reason for conflicts and stages of escalation!

1. **Don't know the rules**
2. **Don't like the rules**
3. **Don't trust others**
 - a. **Resolution requires taking risk**
 - b. **Resolution requires acceptance**
4. **Don't care**
5. **What's in it for ME!**

* **Best case scenario: Keep the conflict simple!**