

## Chapter 7: Resolving Interpersonal Conflict

### What is Conflict?

### What Causes Conflict?

### The Realities of Conflict

#### Positive Effects of Conflict

- Promotes growth in a relationship
- Allows for healthy release of feelings
- Increases motivation and self-esteem

#### Negative Effects of Conflict

- The manner in which we approach interpersonal conflict
- Larger problems and deeper personal resentments may occur

### What is Your Style of Conflict Management?

#### Behavior Styles

- Passive/nonassertive style
- Aggressive style
- Assertive style

#### The Styles in Action

- Passive/nonassertive style
- Aggressive style
- Assertive style

#### Learning to Be Assertive

- The “I” message

#### Suggestions for Delivering an Assertive “I” Message

- Write and practice your message before delivering it
- Develop assertive body language with your “I” message
- Don’t be sidetracked by the defensiveness or manipulation of others

### How to Say No without Feeling Guilty

#### Gender and Conflict Management

- Gender differences
- Learning flexibility

### Culture and Conflict Management

- High context cultures
- Low context cultures

### Strategies for Handling Conflict

- Avoiding strategy (lose-lose)
- Accommodating strategy (lose-win)
- Competing/forcing strategy (win-lose or maybe even lose-lose)
- Compromising strategy (partial lose-lose)
- Collaborating strategy (win-win)

### Mastering Interpersonal Conflict

- The pillow method

### Steps for Win-Win Conflict Resolutions

1. define the problem in terms of needs, not solutions
  2. share your problem and unmet needs
  3. listen to the other person's needs
  4. brainstorm possible solutions
  5. evaluate the possible solutions and choose the best one
  6. implement the solution
  7. evaluate the solution at a later date
- Personal problem solving

### When Conflicts Cannot Be Resolved

- Differences in basic beliefs, values and past issues
- Struggles where there is no solution
- Situations out of our control
- When things have to be a certain way