

# Do you know the secret to conflict management?

The ability to resolve conflict successfully is one of the most important social skills you can possess. Do you often find yourself in opposition at work or home? The secret to managing conflict is to turn destructive styles of communication into productive styles of communication.

Conflict is an inevitable part of life. It can be challenging and enjoyable; prevent stagnation in a relationship and stimulate creativity, respect, and solidarity. Conflict also helps us solve problems and learn about ourselves.

## Assess your conflict management style

### Destructive Style

**Avoidance or withdrawal** – Removing yourself from the conflict, evading the issue or being indifferent to another’s needs and concerns.

**Surrender** – Giving in to avoid conflict.

**Aggression** – Forcing the other person to accept your ideas.

**Competition** – Desire to meet one’s own needs at another’s expense.

### Positive Style

**Discussion** – Pinpointing the issue; listening with care; seeking understanding of another’s feelings, needs, and concerns.

**Reasoning** – Presenting logical arguments, considering the pros and cons of the issue; respectful of another’s views and values.

**Cooperation and negation** – Working together to find solutions; offering trade-offs.

**Arbitration** – Using an impartial third person to examine the issues and make a decision satisfactory to both parties.

## Take the Challenge

Define the problem:

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List five possible solutions:

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Choose the two most realistic solutions and write pros and cons of each.

Solution #1: Pros: \_\_\_\_\_

Cons: \_\_\_\_\_

Solution #2: Pros: \_\_\_\_\_

Cons: \_\_\_\_\_

Develop an action plan to get your solution off the ground.

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When outside help is needed to resolve conflict, we can help.

For confidential assistance in dealing with conflict or other issues, call CONCERN® Services at

513-891-1627 / 800-841-5002

[www.ak.concernservices.com](http://www.ak.concernservices.com)