Methods Used to Resolve Conflicts (Key)

Complete the graphic organizer with the correct answers.



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Positive Constructive Resolution

- 1. **Accommodation** both individuals "agree that they disagree." They accept their differences and agree not to allow these differences to grow into major issues or problems
- Compromise both individuals agree to find a satisfactory and acceptable solution to the conflict. Solutions are usually based on a combination of the different viewpoints or the parties agree to choose an alternative solution. No one wins; no one loses
- 3. **Consensus** both individuals are able to see <u>each other's point of view</u> and choose a solution that is beneficial for both of them
- 4. Concession one individual agrees to accept the other's point of view

Negative Destructive Resolution

- 1. Attempting to prove who is right occurs when <u>personal feelings get involved</u> and parties are unable to focus on resolving the issue
- 2. **Bagging** occurs when a person <u>saves up irritations, hurts and anger</u> instead of confronting issues as they develop
- 3. Blowing up damages the relationship and <u>may involve crying, screaming, shouting, stomping feet</u> or other exhibitions of anger
- 4. Deception occurs when a person tries to gain an advantage by misrepresenting the truth in his or her favor
- 5. Lying damages trust and causes relationships to suffer
- 6. **Personally attacking** occurs when a person <u>ridicules or belittles someone else</u> and the real issue is not addressed