

CONFLICT SOLUTIONS ROADMAP

CONFLICT SOLUTIONS CHOICES AND STRATEGIES FOR MANAGING THE COSTS OF CONFLICT IN RELATIONSHIPS AND ORGANIZATIONS

HUMAN DIVERSITY
We differ in needs, values, perceptions, goals, feelings, interests, and experiences.

BECAUSE WE DIFFER CONFLICT IS INEVITABLE

“REAL FREEDOM IS THE ABILITY TO PAUSE BETWEEN STIMULUS AND RESPONSE— AND IN THAT PAUSE CHOOSE.” ROLLO MAY



PATH OF FEAR, PROTECTION, AND COMPETITION

CORE BELIEF: CONFLICT IS NEGATIVE AND/OR DANGEROUS
A belief based on past learning, particularly painful relationship experiences leading to an automatic and preprogrammed defensive response to conflict. A Closed WIN/LOSE mind set.

SELF-TALK
Self-distressing and conflict perpetuating.

INTENTION
Winning, avoiding losing, protecting, defending, being right, saving face.

PATH OF NEW LEARNING

CORE BELIEF: CONFLICT IS AN OPPORTUNITY
This belief is based on new learning leading to a conscious and intentional **SHIFT** toward being non-defensive and non-reactive, able to see possibilities for mutual growth. An “open mind set.”

SELF-TALK
Self-calming and relationship enhancing.

INTENTION
An outcome that all participants find acceptable and one that addresses each person’s needs.

INDIVIDUAL CHOICES AND BEHAVIORS

FIGHT Insist Blame Criticize Accuse Shout Force Compete	SUBMIT Give in Give up Settle Comply Yield Follow Collapse	FLEE Withdraw Leave Shut up Hide Quit Escape Get sick	FREEZE Wait Delay Don't act Silence Avoid Sulk Deny
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ORGANIZATION CHOICES / BEHAVIORS

RELIANCE ON HIGHER AUTHORITY Internal: chain of command. External: courts and litigation. “Pass it on.”	POWER PLAYS (FIGHT) Win/Lose or Lose/Lose Decision by force.	AVOIDANCE (FREEZE) Denial that a problem exists. “Wait and see”
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INDIVIDUAL CHOICES AND BEHAVIORS

MANAGE YOUR OWN PRESSURE Breathe abdominally, Self-calming thoughts.	ACTIVE LISTENING Attend Acknowledge Validate Invite Encourage Explore	OPEN UP Share Give feedback Take responsibility Be assertive, & respectful.
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ORGANIZATION CHOICES AND BEHAVIORS

“WE ATTITUDE” Willing to be influenced. Collaborative team effort. Goal: to understand.	BUILT-IN PROGRAM Policies and procedures. Options for prevention & early intervention.	OPTIMAL PATH Individual initiative. Negotiation Mediation Higher authority.	SKILLS TRAINING Orientation, and skills training for: employees, managers, specialists.
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INTERACTIONS

FIGHT-FIGHT—Inner turmoil, distrust, escalation, alienation, lowered self-esteem, threats.
FIGHT-FREEZE—Nagging, passive-aggressive behavior, procrastination, hidden resentment.
FIGHT-SUBMIT—Submitting partner resentful, may be depressed. Lowered self-esteem.
FREEZE-FREEZE—Stalemate, chronic tension, work and/or marital/family stress. No action.
FLEE-FLEE—Disengaged couples and families. Alienation and high turnover in work setting.

INTERACTIONS

CONFLICT SITUATIONS ARE DETOXIFIED. RELATIONSHIPS ARE PRESERVED AND STRENGTHENED. PARTNERING IS OPTIMIZED. COLLABORATIVE TEAM EFFORT RATHER THAN AVOIDANCE, COMPETITION, COERCION. THE MONETARY AND EMOTIONAL “COSTS” OF CONFLICT REDUCED OR ELIMINATED.

LONG-TERM CONSEQUENCES

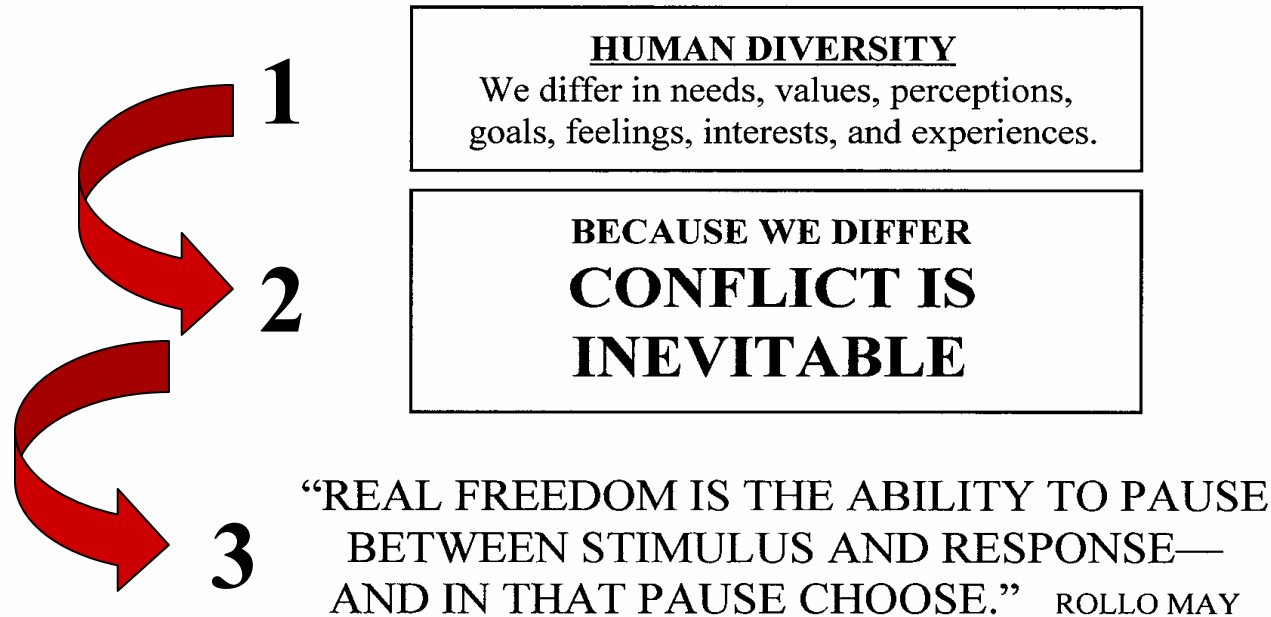
INDIVIDUALS Depression, anxiety, low trust, feeling unsafe, alienation, lowered self-esteem.	COUPLES AND FAMILIES Erosion and final breakdown of relationships.	ORGANIZATIONS Increased costs, employee turnover, lowered morale and cohesiveness.
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LONG-TERM CONSEQUENCES

INDIVIDUALS Sense of well-being, connection, joyfulness. Higher self-esteem.	COUPLES AND FAMILIES Relationships are alive and deeply satisfying. Effective modeling for children of healthy communication skills.	ORGANIZATIONS Profitability, productivity, high morale, cohesiveness, growth, creativity.
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CONFLICT SOLUTIONS

CHOICES AND STRATEGIES FOR MANAGING THE COSTS OF CONFLICT IN RELATIONSHIPS AND ORGANIZATIONS



 **CHOICE IS THE KEY** 
Closed and defensive versus open and willing to learn

THE LEFT PATHWAY

PATH OF FEAR, PROTECTION, AND COMPETITION

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SELF-TALK

Self-distressing and conflict perpetuating.

INTENTION

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INDIVIDUAL CHOICES AND BEHAVIORS

FIGHT	SUBMIT	FLEE	FREEZE
Insist	Give in	Withdraw	Wait
Blame	Give up	Leave	Delay
Criticize	Settle	Shut up	Don't act
Accuse	Comply	Hide	Silence
Shout	Yield	Quit	Avoid
Force	Follow	Escape	Sulk
Compete	Collapse	Get sick	Deny

ORGANIZATION CHOICES / BEHAVIORS

RELIANCE ON HIGHER AUTHORITY	POWER PLAYS (FIGHT)	AVOIDANCE (FREEZE)
Internal: chain of command.	Win/Lose or Lose/Lose	Denial that a problem exists.
External: courts and litigation.	Decision by force.	"Wait and see"
"Pass it on."		

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LONG-TERM CONSEQUENCES

INDIVIDUALS

Depression, anxiety, low trust, feeling unsafe, alienation, lowered self-esteem.

COUPLES AND FAMILIES

Erosion and final breakdown of relationships.

ORGANIZATIONS

Increased costs, employee turnover, lowered morale and cohesiveness.

PATH OF NEW LEARNING

CORE BELIEF: CONFLICT IS AN OPPORTUNITY

This belief is based on new learning leading to a conscious and intentional **SHIFT** toward being non-defensive and non-reactive, able to see possibilities for mutual growth. An "open mind set."

SELF-TALK

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INTENTION

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THE RIGHT PATHWAY

INDIVIDUAL CHOICES AND BEHAVIORS

ORGANIZATION CHOICES AND BEHAVIORS

<p><u>MANAGE YOUR OWN PRESSURE</u> Breathe abdominally, Self-calming thoughts.</p>	<p><u>ACTIVE LISTENING</u> Attend Acknowledge Validate Invite Encourage Explore</p>	<p><u>OPEN UP</u> Share Give feedback Take responsibility Be assertive, & respectful.</p>	<p><u>"WE ATTITUDE"</u> Willing to be influenced. Collaborative team effort. Goal: to understand.</p>	<p><u>BUILT-IN PROGRAM</u> Policies and procedures. Options for prevention & early intervention.</p>	<p><u>OPTIMAL PATH</u> Individual initiative. Negotiation Mediation Higher authority.</p>	<p><u>SKILLS TRAINING</u> Orientation, and skills training for: employees, managers, specialists.</p>
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Higher self-esteem.

COUPLES AND FAMILIES
Relationships are alive and deeply satisfying.
Effective modeling for children of healthy communication skills.

ORGANIZATIONS
Profitability, productivity, high morale, cohesiveness, growth, creativity.