

This is “Peer Counseling Pause” with Reova Meredith

Conflict Resolution

Conflict is natural – because of human differences

Conflict is neutral – it is neither destructive nor constructive

Conflict is normal – it happens to all of us

Two concerns drive how we deal with conflict:

The importance of our relationship with the person with whom we are dealing

The importance of the objective, task or goal of the conversation

We avoid the issue when it is minor and making an issue would cause more trouble.

We contend when the relationship is not valued or the matter is critically important

We accommodate when we realize we are wrong.

We collaborate when both the relationship with the person and the task are important.

We compromise when none of the other four work.