

APPROACHES TO CONFLICT RESOLUTION

PATHWAYS TO IMPASS: Win-Lose or Lose-Lose	PATHWAYS TO SUCCESSFUL RESOLUTION: Win-Win
<p><u>Nonassertive</u> when you lose because your needs aren't expressed & thus not met but the other person wins because his/her goals are achieved. Good for security but bad for self-worth and conflict resolution. <i>"I should never make anyone uncomfortable or displeased, except myself."</i></p> <p><u>Aggressive</u> when you win because you achieve your goals but at the other person's expense. You choose for others and violate their rights. Good for control and "fun" but bad for love and conflict resolution. <i>"I have to put others down to protect myself"</i> <i>"My needs are most important."</i></p>	<p><u>Assertive</u> when you are appropriately honest, direct, self-respecting, and self-expressing. But, at the same time, you are aware of the other person's needs/viewpoints and negotiate a compromise. Outcomes are determined by above-board negotiation. Good for self-worth, security, love, and conflict resolution. <i>"I have a responsibility to protect my rights, and I respect the other's rights but not necessarily their behaviors."</i> <i>"I would like to find a solution in which you get what you want and I get what I want. That is, neither your solution nor my solution but a solution that satisfies both of us."</i></p>
<p>A clear "I-versus-You" distinction between the parties Each party sees the problem from own viewpoint and advantage</p> <p>Energies are directed toward the other person in an atmosphere of attack or for the purpose of defending self</p>	<p>A clear "We-versus-The Problem" orientation Each party defines the problems in terms of mutual needs</p> <p>Energies are focused on (a) defeating the problem rather than the other person; (b) understanding how the problem affects each person, & (c) finding a solution that is acceptable to both.</p>
Conflicts are personalized	Conflicts are depersonalized via an objective focus on facts and issues
The parties are conflict-oriented, emphasizing the immediate disagreement, past hurts, and uncomfortable feelings	The parties are relationship-oriented, emphasizing the long-term effect of their differences and how they are resolved
<u>Criticism</u> is used to make global statements about how the other is defective	Both make specific requests without blaming or devaluing
<u>Defensiveness</u> occurs when statements are made that indicate you are an innocent victim and that rationalize your behavior	Both accept responsibility for even a part of the problem <i>"I know when I yell about this that it makes it hard for you. I'm sorry."</i>
<u>Contempt</u> is expressed due to feelings of superiority, irritation, and sarcasm & the focus on other's mistakes	A relationship of pride, praise, and appreciation has been developed that understands and honors each other's dreams
<u>Stonewalling</u> occurs due to feeling "flooded" and needing to withdraw emotionally or physically from the conflict	Each monitors the conflict and takes breaks when necessary. Each party accepts full responsibility to express self during the process of negotiating a solution. Neither party can be blamed for a final solution that does not satisfy or respond to unspoken needs. <i>"It is our shared responsibility to be open and honest about facts, opinions, feelings, and needs."</i>

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(adapted from *Interpersonal Conflict Resolution* by Alan Fieley & *The Seven Principles for Making Marriage Work* by John Gottman)