RULES OF CONFLICT MANAGEMENT

1. Focus on the problem, not on personalities.

State what the problem is:

(Do not mention names)

1. Build on areas of agreement. Most groups have at least some positions or goals that are not mutually exclusive.

**What do you agree on?**

1. Attempt to achieve consensus.

What can be done that everyone agrees on. Will this make each person that is involved happy? Does this decision benefit all the members?

4. Avoid provoking further conflict.

Does this plan create future problems? Is anyone really against this idea? Does the plan seem easy to manage?

1. Do not over react to the comments of others. Extreme statements on either side tend to destroy consensus and produce a “boomerang effect.”

Has anyone made such comments? Discuss how such remarks destroy the credibility of the person or the group.

1. Consider compromise. This is often the best way to go from a win-lose to a win-win situation.

If the group or persons still are not in COMPLETE agreement—what can be done where all can come together with a solution that all can compromise. Who is willing to give up what?

**Reference**

Borisoff, D. & Victor, D. A. (1989). Conflict management: a communication skills approach. Englewood Cliffs, N.J.: Prentice-Hall.