

GET INVOLVED!

Commons 302
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Conflict Management

- There are five primary types of conflict management:
 - **Conciliatory:** sometimes, the conflict will call for you to remain decidedly positive towards the other party, especially if it isn't clear who is at fault. The desired outcome of a conflict handled in this manner is a "win-win" situation where each party gets what it wants.
 - **Compromise:** even if one party is clearly at fault, it may be necessary for both parties to win some and lose some. This is especially true when the conflict is over something tangible.
 - **Command:** if the conflict is bitter or contentious, someone will have to step up with a "no-nonsense" attitude and a willingness to be decisive. Bringing in a respected third party to take command may be effective.
 - **Passivity:** seldom the right way to handle a conflict, in some circumstances the only recourse is to back down. Whether or not you are "in the wrong," if the other party is excessively aggressive or disruptive, it may be in the groups' best interest to take on a passive role.
 - **Placating:** if you clearly feel that the other party is at fault and can come up with a creative solution to placate them without losing ground, utilize it.
- When being a mediator, be **FLUID**:
 - **Flexibility:** be ready to take on whichever type of conflict management the situation calls for.
 - **Listening:** listen for cues in the situation and in other people. Step back and observe from a distance to get the whole story.
 - **Understanding:** do your best to understand all facets of the situation so that you can act effectively.
 - **Imaginative:** find creative solutions. If compromise is an option, try to give each party some of what they want.

- **Decisive:** when it is time to act, do so with confidence! As the moderator of the conflict, it is your responsibility to resolve the conflict as quickly and effectively as possible.