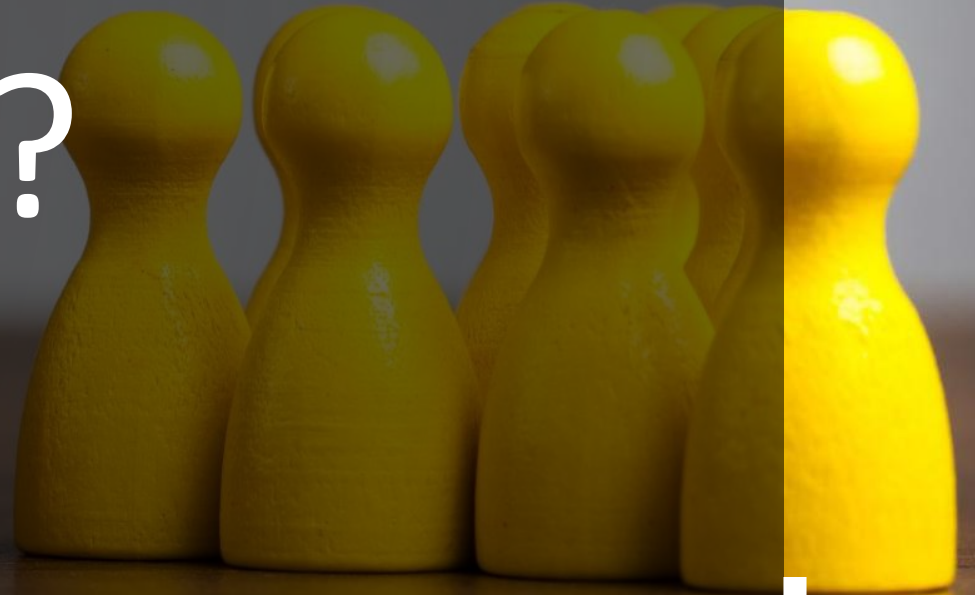


# Interpersonal Conflict

Managing and Resolving Conflicts  
in Interpersonal Relationships

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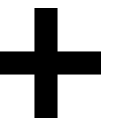
# What is conflict?



# Definition

Interpersonal conflict is an **expressed struggle** between at least two **interdependent parties** who perceive **incompatible goals, scarce rewards, and interference from the other parties in achieving their goals.**

- Wilmot and Hocker (in Adler and Rodman, 2006)



Two sides of  
the same coin

## Constructive conflict

Conflict that helps  
build new insights and  
establishes new  
patterns in a  
relationship

## Destructive conflict

Conflict that  
dismantles rather than  
strengthens  
relationships

# Destructive conflict

Conflict that  
dismantles rather than  
strengthens  
relationships

How can conflict be  
detrimental to a  
relationship?

# Destructive conflict

Potential negative effects:

- Cyberbullying
- Hate crimes
- Stalking
- Aggressive verbal abuse
- Physical abuse

# Constructive conflict

Conflict that helps  
build new insights and  
establishes new  
patterns in a  
relationship

In what ways have you  
seen your  
relationships benefit  
from conflict?



# Constructive conflict

## Benefits:

- Focuses attention on problems that may have to be solved
- Clarifies what may need to be changed
- Focuses attention on what is important to you and your partner
- Clarifies who you are and what your values are.
- Helps you learn more about your partner.
- Keeps relationships interesting.
- Strengthens relationships



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What is your typical  
response to conflict?





*Thomas Kilmann's*

# Conflict styles +

ASSERTIVENESS

UNASSERTIVE ↑ ASSERTIVE



UNCOOPERATIVE



COOPERATIVE

COOPERATIVENESS

# AVOIDING

- occurs when people non-assertively ignore or stay away from conflict
- can be physical or conversational



# AVOIDING

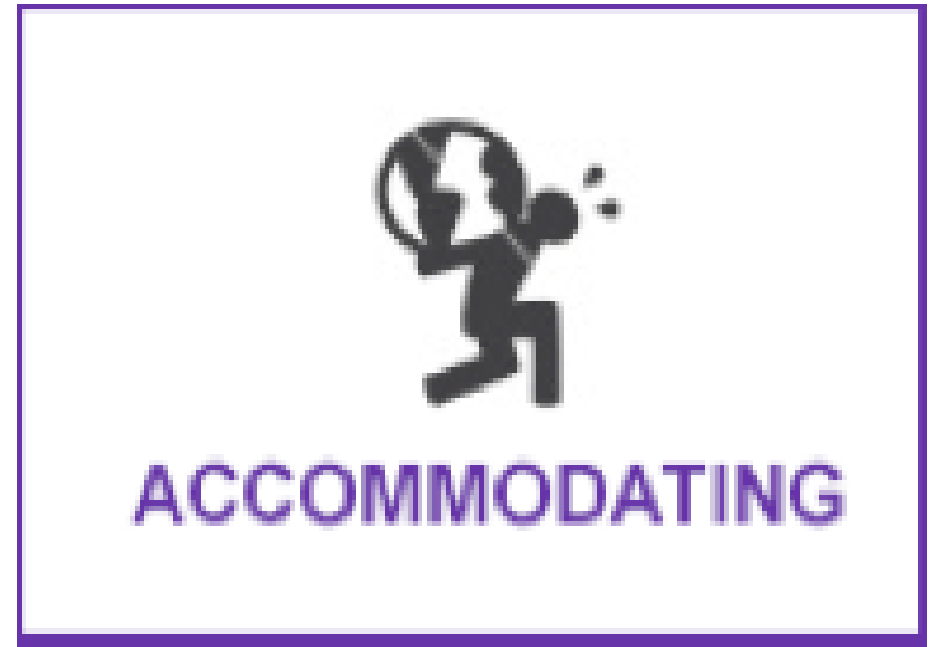
*–Method of conflict resolution:*

**Lose – Lose**



# ACCOMMODATING

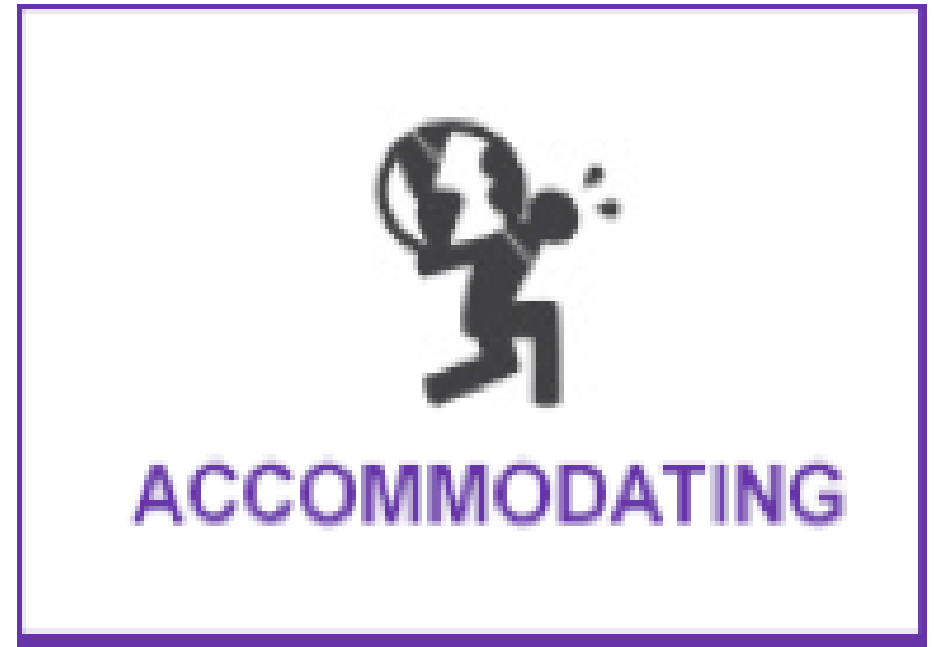
–occurs when you allow others to have their way rather than asserting your own point of view



# ACCOMMODATING

*–Method of conflict resolution:*

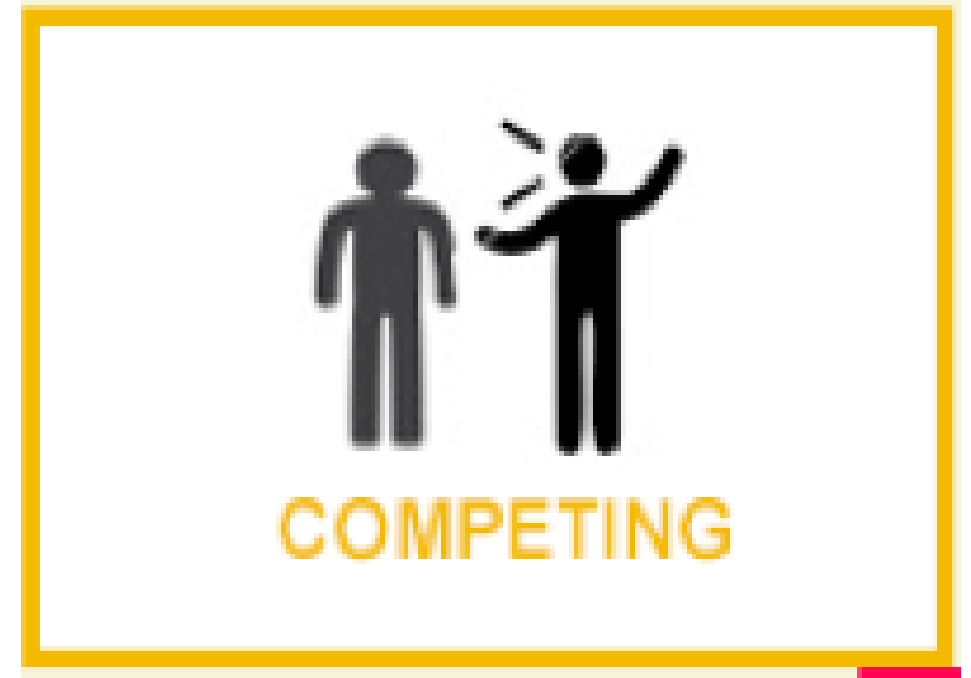
**Lose – Win**





# COMPETING

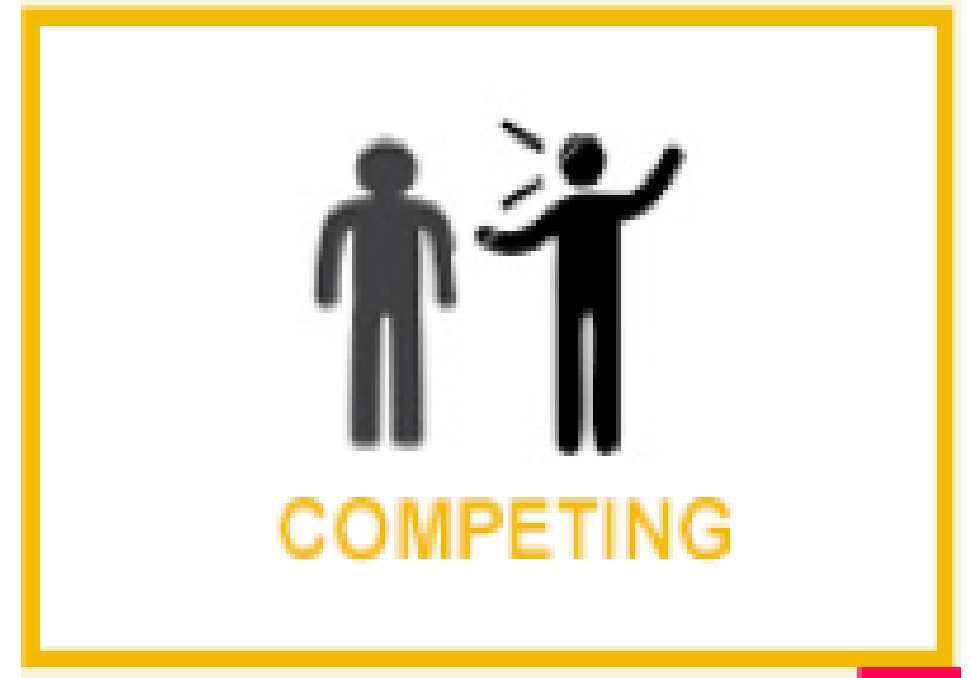
- stresses winning a conflict at the expense of the other person involved



# COMPETING

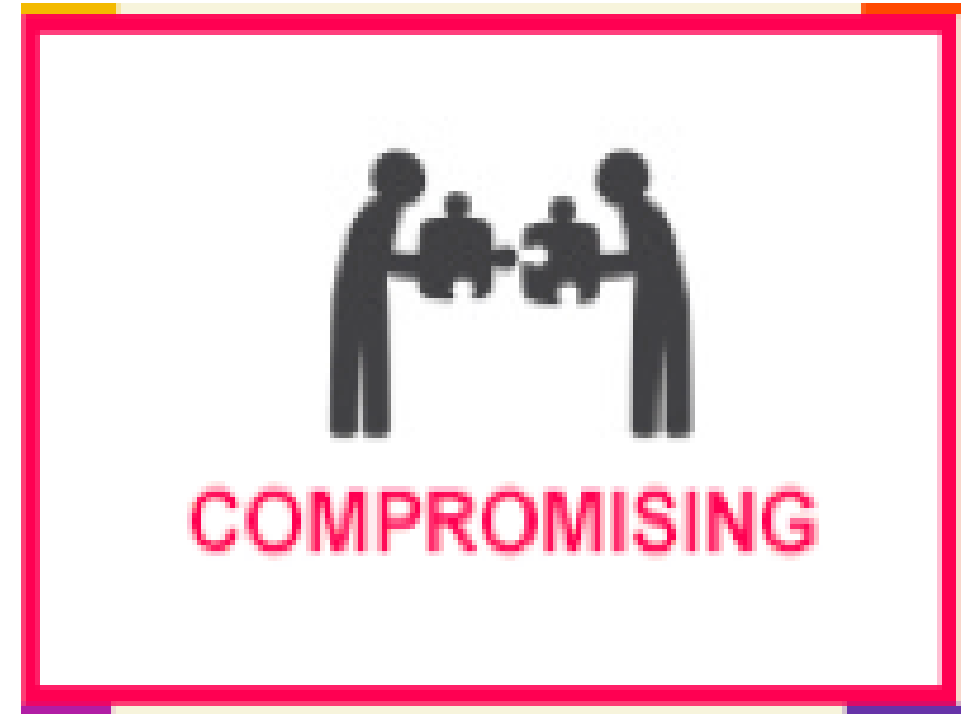
*–Method of conflict resolution:*

Win – Lose



# COMPROMISING

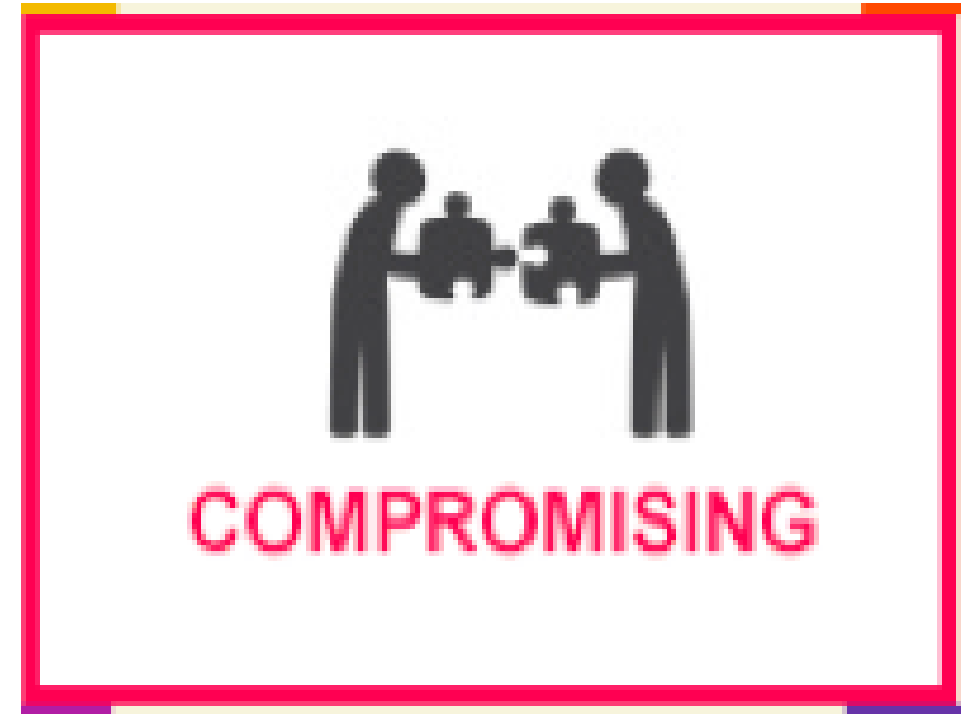
- gives both people at least some of what they want although both sacrifice part of their goals



# COMPROMISING

*–Method of conflict resolution:*

Partial  
Lose – Lose



# COLLABORATING

–is concerned about finding a solution that satisfies the needs of everyone involved



# COLLABORATING

*–Method of conflict resolution:*

Win – Win





Which style is best?

- Factors to consider:
1. The relationship
  2. The situation
  3. The receiver
  4. Your goals

