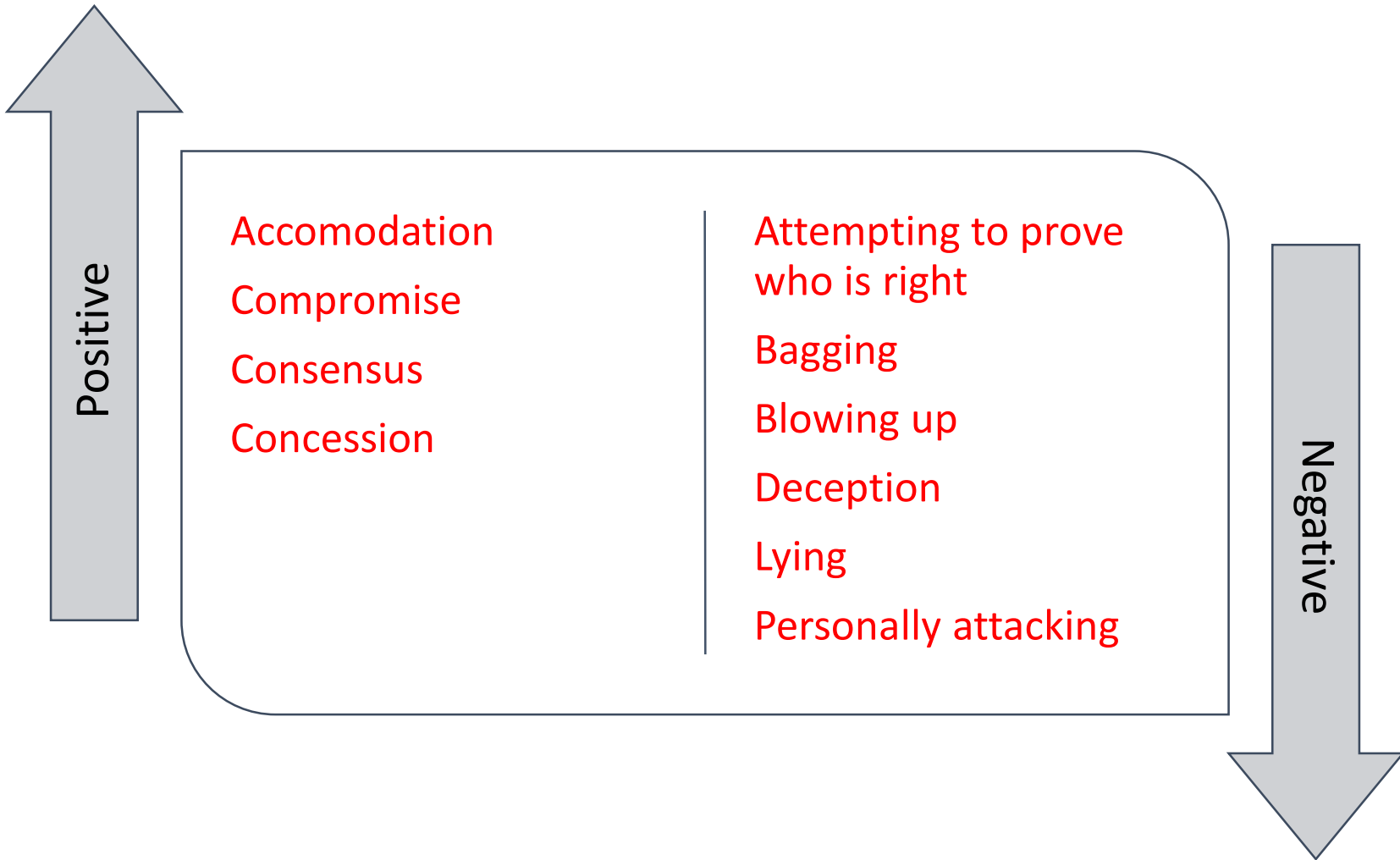


Methods Used to Resolve Conflicts (Key)

Complete the graphic organizer with the correct answers.



Positive Constructive Resolution

1. **Accommodation** – both individuals “agree that they disagree.” They accept their differences and agree not to allow these differences to grow into major issues or problems
2. **Compromise** – both individuals agree to find a satisfactory and acceptable solution to the conflict. Solutions are usually based on a combination of the different viewpoints or the parties agree to choose an alternative solution.
No one wins; no one loses
3. **Consensus** – both individuals are able to see each other’s point of view and choose a solution that is beneficial for both of them
4. **Concession** – one individual agrees to accept the other’s point of view

Negative Destructive Resolution

1. **Attempting to prove who is right** – occurs when personal feelings get involved and parties are unable to focus on resolving the issue
2. **Bagging** – occurs when a person saves up irritations, hurts and anger instead of confronting issues as they develop
3. **Blowing up** – damages the relationship and may involve crying, screaming, shouting, stomping feet or other exhibitions of anger
4. **Deception** – occurs when a person tries to gain an advantage by misrepresenting the truth in his or her favor
5. **Lying** – damages trust and causes relationships to suffer
6. **Personally attacking** – occurs when a person ridicules or belittles someone else and the real issue is not addressed