

## **MAKING EFFECTIVE USE OF CONFLICT RESOLUTION STRATEGIES**

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- 1) These strategies should be used adaptively to meet the unique needs of every conflict situation.
- 2) If you are only using one or two strategies in every conflict situation, you may need to expand your repertoire to achieve maximum effectiveness.
- 3) The way specific strategies match up often makes conflict resolution more or less difficult. For instance, when a person who uses denial or avoidance has a conflict with someone who uses confrontation, they have no common ground on which to work towards resolution. On the other hand, two people who use the Socratic approach or dialogue should be able to easily resolve conflicts.
- 4) Before attempting to use dialogue or confrontation to resolve a thorny conflict, it is often helpful to practice your part through internal dialogue or role play.
- 5) People who use confrontation lose validity when they overstate their point of view.
- 6) People who only use acceptance or avoidance may be setting themselves up for an angry outburst when they can no longer hold their feelings and thoughts within.
- 7) Conflict resolution styles are generally family and/or culture based. Therefore, it is important to understand a person's family and/or cultural background if you want to gain insight into the style they utilize.
- 8) The decision about whether to attempt to dialogue with someone or confront them should be based on how receptive he/she is to hearing your point of view.
- 9) Unresolved conflicts can impair or destroy interpersonal relationships and reduce the effectiveness of organizations.
- 10) Successful conflict resolution can significantly increase the understanding and intimacy between two people and help maximize organizational effectiveness.