



FORMAN CHRISTIAN COLLEGE

(A CHARTERED UNIVERSITY)

Estd 1864

Lahore- Pakistan

Campus Counseling Center



Conflict Management

“Peace is not absence of conflict, it is the ability to handle conflict by peaceful means.”

— Ronald Reagan

Conflict is a normal, and even integral part of relationships. Two people cannot be expected to agree on everything at every times. Conflict could be arises from differences. It usually happens whenever people disagree about their ideas, values, motivation, or desires.

Reasons That Leads To Conflicts

Whenever a conflict smashes our strong feelings, a strong particular deep need is at the core of the problem which immediately requires a need to be secure and feel safe, however, whenever a conflict is mishandled, it can hurt the relationship. But when conflict handled in a positive and respectful way, conflict may offers a chance for support and growth of a relation between two people and group of people.

Factors that can Effect Conflict

• Gender	• Expectations
• Self-concept	• Position & Power
• Communication skills	• Life experiences

Five most Common Conflict Management Strategies that People Adopts

• Accommodating Strategy	A way which helps to keep the peace or perceives the issue as minor. It involves more cooperation & low assertiveness <ul style="list-style-type: none"> • Obeying orders & Selflessness • Forgetting desires
• Avoiding Strategy	In which avoider hopes that the problem resolves itself without a confrontation it involves low assertiveness & low cooperation. <ul style="list-style-type: none"> • Leave things unresolved. • Withdraw from discussion
• Collaborating Strategy	Collaboration helps to find a creative solution acceptable to both sides involves high assertiveness & high cooperation. <ul style="list-style-type: none"> • Active listening • Identifying concerns

<ul style="list-style-type: none"> • Compromising Strategy 	<p>The compromising strategy helps both sides of a conflict to give up by establishing an acceptable and agreeable solution. It involves moderate assertiveness & moderate cooperation</p> <ul style="list-style-type: none"> • Negotiating • Finding a middle way
<p>1. Competing Strategy</p>	<p>A high assertiveness & low cooperation mode in which one side wins and other loses.</p> <ul style="list-style-type: none"> • Debating or arguing • Stating position clearly

Useful Guidelines for Successful Conflict Resolution:

- **Staying Calm** by keeping yourself calm you can precisely understand and interpret verbal and nonverbal communication. Try not to overreact to difficult situations.
- **Manage your Emotions and Behavior.** Whenever you are in the regulation of your emotions, you can easily communicate your needs without upsetting, frightening, or punishing others.
- **Prioritize your Relationships.** Maintain the relationship would always be your first priority than relatively winning the disagreement. Be respectful for others point of view.
- **Be prepared to forgive.** Conflict resolution is difficult if you're reluctant or unable to forgive others.
- **Emphasis on the Present.** If you are holding and not losing your past sufferings then your capability to see the genuineness will be decreased. Rather focusing to the past events and conveying blame, look forward what you actually can do to resolve the conflict.
- **Knowing when to Let Things Go.** If you are not coming to agree on anything, and if you are thinking that conflict is running no where you can leave the conflict and move forward.
- **Focus to express feelings in only words rather actions.** Explain others how you really feel can be a strong communication skill. Avoid your body actions because actions provokes others to respond in similar way.
- **Avoid Accusations.** Accusations will increase the intensity of the conflict and provoke others to defend themselves rather resolving the conflicts.
- **Time Out.** When you feel anger or frustration that you may start losing control, take a "time out" and help yourself not to respond.

For further information contact:

Campus Counseling Center, First floor, Mercy Health Center.

Tel:--+92-42-99231581-8 Ext: 354 Cell: 0331-444-1518

Retrieved from:

https://www.capmembers.com/.../Conflict_Management_091230_496AF637F83D6.p