

# CONFLICT MANAGEMENT

Beyond 'Win-Win'



Topic  
Professional

Subtopic  
Communication  
Skills

# The Art of Conflict Management: Achieving Solutions for Life, Work, and Beyond

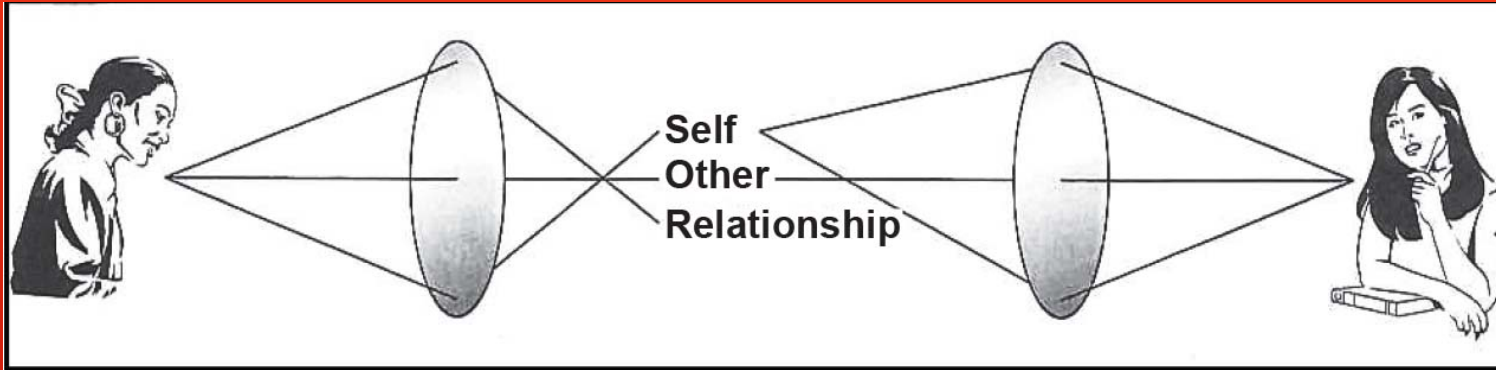
Course Guidebook

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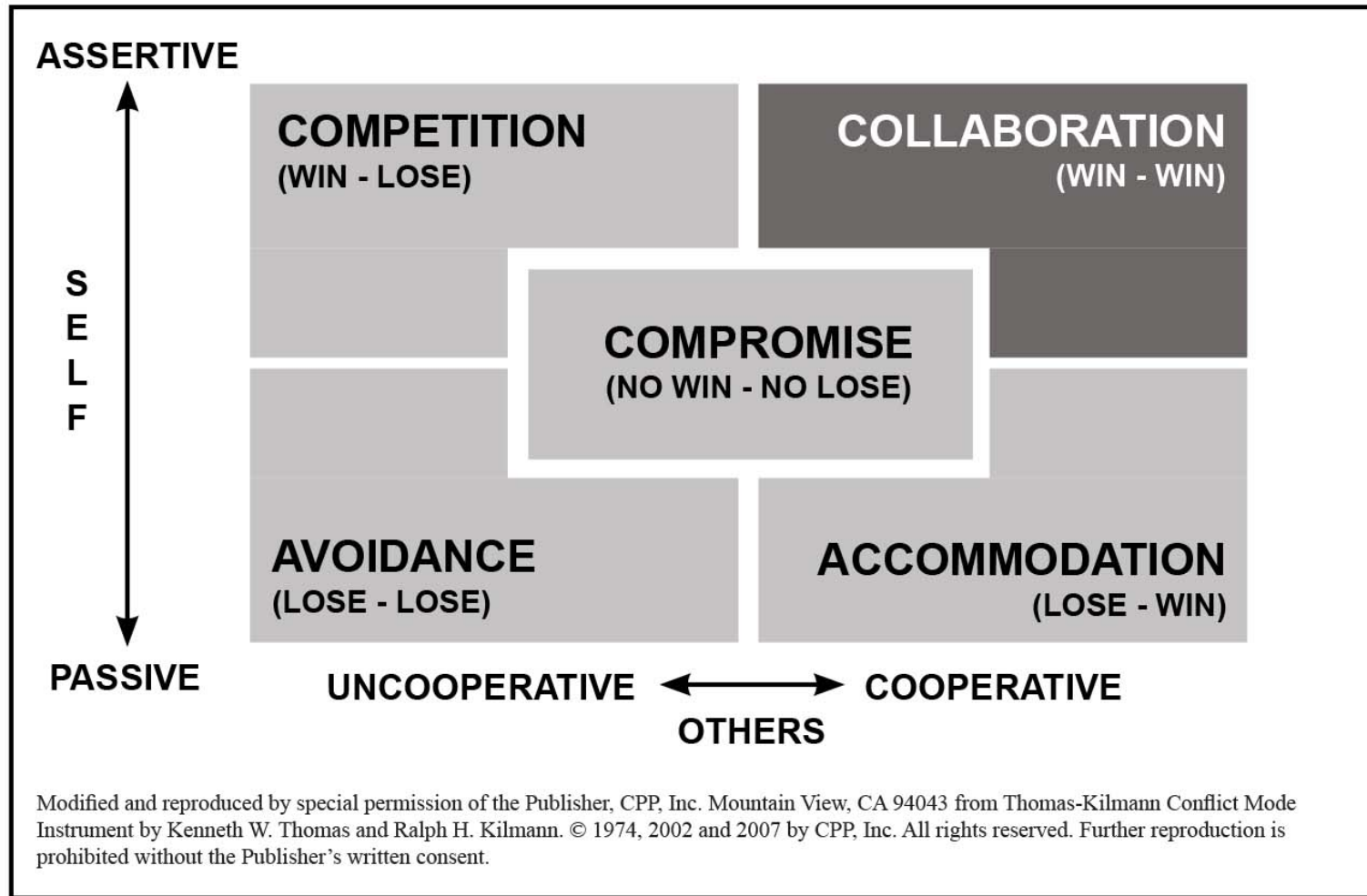


- ▶ Conflict will occur – Be prepared
- ▶ Adversary System
  - ▶ Greeks
  - ▶ Third party
- ▶ Morton Deutsch

CONFLICT



**Figure 4.1.** The lens model helps us to understand the meaning of conflict, which varies depending on the angle, direction, and distance between you and the object.



**Figure 8.1. Thomas-Kilmann conflict style model.**

- ▶ Who has the power?
- ▶ Can we get outside help?
  - ▶ Ombudsman

CONSIDERATIONS