

Controversy

- Discussion of a question in which opposing opinions clash
- Debate
- A quarrel or dispute



Conflict

- To fight, battle
- To be antagonistic, incompatible, or contradictory
- To be in opposition
- A sharp disagreement or opposition



Language of Conflict – Words or Meaning

- Conflict
- Compromise
- Authority
- Resolution
- Confront
- Power
- Collaboration

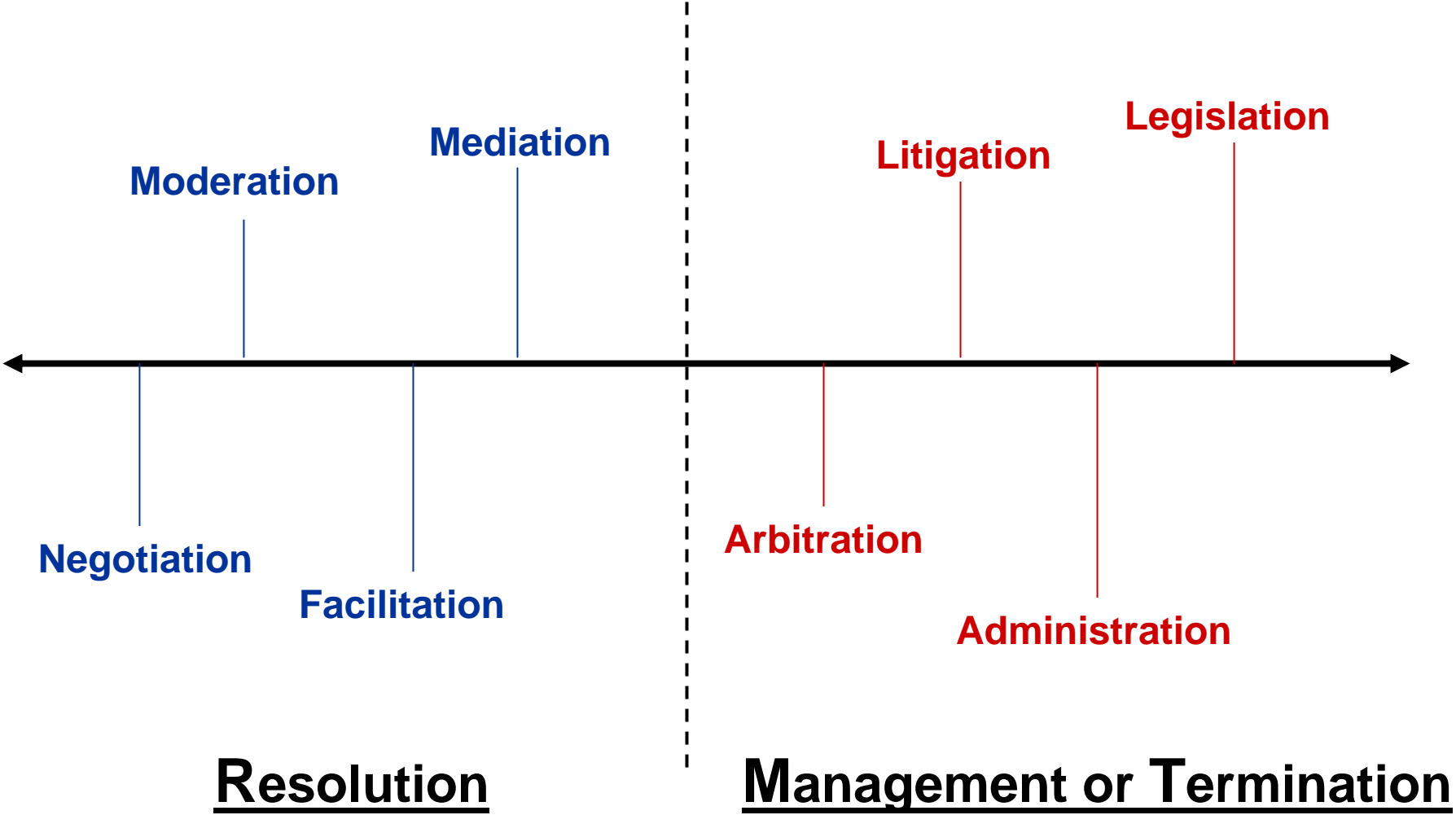


Sources of Conflict/Controversy

- Lack of shared information or meaning
- Different values, beliefs, and/or experiences
- Outside factors (personality)



Dispute Resolution Continuum



Assumptions of Resolution

- Differences are a natural part of the human condition. They are neither good or bad.
- Conflict is usually a symptom of tensions in relationships.
- When accurately interpreted, differences can be resolved and serve to strengthen the relationships.
- Conflict requires confrontation and objective problem-solving.
- Humans can resolve conflicts or handle controversy, even though it may require third party assistance.
- Resolving conflict on the basis of parties' interests is preferred.
- Decisions made by consensus are preferred.
- Effective group processes require that all members participate.

Assumptions of Management

- Differences should be treated in light of the common good.
- At times some parties are obliged to lay aside their own views in the interest of the majority or law.
- Everyone should have an opportunity to air personal views and feelings, but these should not be allowed to block progress.
- It is never possible for everyone to be satisfied and those who insist on such an unrealistic goal should be shown the error of their ways.
- Ultimately, right prevails and this is the central issue in conflict.
- Conflict is resolved best through power.
- Decisions are best made by authority.

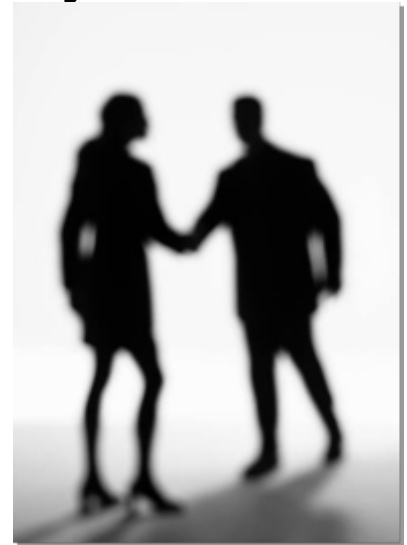
Listen Actively

- Show them you understand
 - That they feel strongly
 - What they feel strongly about
 - Why they feel strongly about it



Win Yourself a Hearing

- Explain your own feelings
- Refer back to their points
- Make your points firmly but stay friendly



Work to a Joint Solution

- Seek their ideas
- Build on their ideas
- Offer your ideas
- Construct the solution from everyone's needs

