



CONFLICT

<https://nclutheran.org/2018-03-reflections-conflict/>



Conflict



Noun: serious disagreement or argument, typically a protracted one.

Verb: be incompatible or at variance; clash.

Conflict is the difficulty of the individual or a group in choosing an option and, as a result, the deterioration in the decision-making mechanisms.

Three elements of conflict

- Individual entering the conflict
- The event that caused the conflict
- The situation resulting from the conflict

Causes of interpersonal conflict

Different interests
Individual differences
Communication deficiencies
Role disputes
Environmental pressure
Reduced resources
Competition environment
Uncertainties
Purpose and perception differences
Gaining power

Techniques used to deal with conflict



assume a humble
attitude

face something



compromise



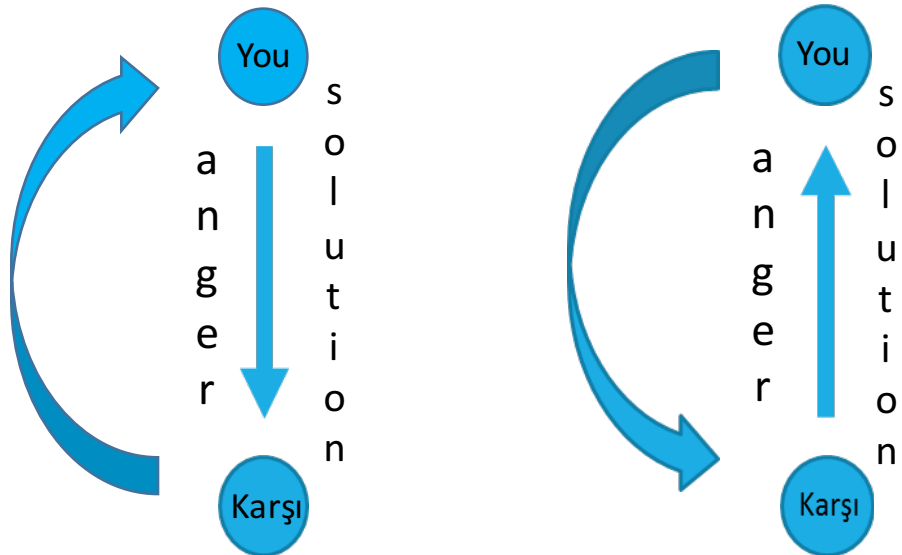
Force

step back

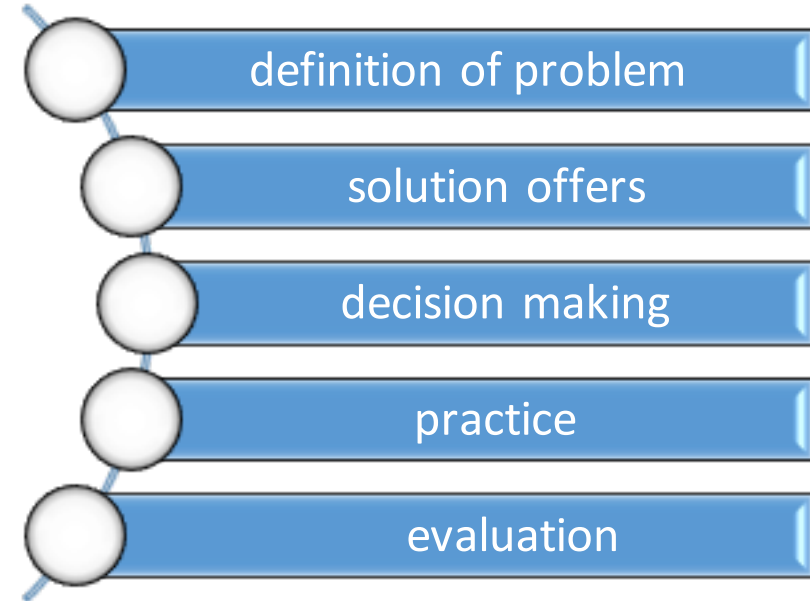




Conflict solution



Win-Lose Technique



Win-Win Technique