



APPROACH TO CONFLICT SCENARIOS ANSWER KEY

SCENARIO 1: Compromise

Compromising is one of the best approaches for developing a fair resolution to a conflict. Since compromise involves partially, but equally, meeting the interests or needs of both parties involved, it can often serve as an approach that many people are willing to try. Compromise is especially effective when the people or parties involved have an equal investment in seeking a resolution, as well as maintaining their relationship.

SCENARIO 2: Accommodate

Accommodation can mean sacrificing one person's needs to meet another person's needs. While some see the use of accommodation as a sign that a person has "lost" a conflict, it can also be seen as a positive approach that prevents conflict from escalating. If a person in a conflict has little interest in the issue, or resolution, but a high regard for the relationship with the other person involved, they may decide to accommodate the other person's needs.

SCENARIO 3: Collaborate

When there's a mutually high interest in a conflict, as well as maintaining a relationship, collaboration can be a positive approach to a resolution. Similar to compromise, except that collaboration combines the ideas and input of all everyone involved, and equally incorporates or distributes the ideas in developing a resolution.

SCENARIO 4: Avoid

If you are in a situation where you don't know the person or people involved, and the issue is not that big of a deal, you may want to avoid the conflict. This might be on a small scale, such as a stranger in the grocery store who bumps their cart into yours. Otherwise, we don't generally recommend avoiding conflict, because it means there's no possibility for a resolution in a situation where there is interdependence between the people involved. However, in situations where your safety may be in jeopardy, it may be a necessary approach. This doesn't solely mean you're in danger of being physically harmed; it can also mean that either you or the person you are in conflict with is not calm or sober enough to handle the situation well.

SCENARIO 5: Persist

Sometimes you may find yourself in a conflict in which you have a high interest or investment in the conflict, but less of an interest in maintaining a positive relationship with the other person involved. In these cases, you may decide to take a persistent approach, repeatedly addressing the conflict and seeking a resolution despite the other person's interest or cooperation.