

Conflict Partnership

From

To

An I-versus-you battle for victory and/or advantage over adversaries

A shared “we” responsibility and opportunity to clarify and improve the relationship while resolving, with mutual benefit, particular conflicts arising within the relationship

Solely a rescue-squad reaction aimed at putting out conflict fires or temporarily fixing them

Both a proactive process through which healthy relationships can be built and strengthened and a process to deal effectively with conflicts once they occur

An event that begins when parties in conflict sit down to negotiate and ends when a temporary agreement is reached on a conflict

A process consisting of skills and steps taken both alone and with the other party before, during and after working out a mutually, beneficial resolution to a conflict

A way of dealing with conflicts that focuses on making demands and then on trading portions of those demands to gain advantage

A process based on needs, both individual and shared, on clarified perceptions, on improving the relationship and on mutual benefits, not domination