

Conflict Resolution Techniques

<i>Method</i>	<i>Description</i>	<i>Used...</i>	<i>Advantages</i>	<i>Disadvantages</i>
Expansion of Resources	Administrative Resolution	...in structural source conflict (resource scarcity)	Both sides win. Hostility reduced.	Resources often unavailable.
Authoritative Command	<div style="display: flex; align-items: center; justify-content: center;"> <div style="margin-right: 10px;">Superior</div> <div style="text-align: center;"> <p>Makes the decision</p> <p>Acts as arbitrator</p> </div> </div>	...in formal organizational structure between superiors and subordinates.	People accept authority from superiors.	Doesn't remove seed of conflict.
Avoidance	Withdrawal isolation suppression evasion	...to avoid overt confrontation. Short run alternative.	No side loses.	No side wins. Conflict concealed, not resolved.
Smoothing	Suppresses differences and accentuate similarities.	...To keep the peace.	Each side views other as less polarized.	Negative issues not discussed.
Compromise	Voting (majority wins...) Intra group negotiation. 3 rd party intervention (each side gives up something)	...To reduce or eliminate conflict temporarily. Short lived initiated often.	Can manipulate end results. (Decision made.)	Fail to alter conditions leading to those ends (conflict resurfaces).
Superordinate Goals	Highly compelling goal that cannot be achieved without mutual dependence.	...To bring opposing factions together especially when conflict a product of mutually incompatible goals.	Increases trust and co-operation.	These goals hard to develop.
Problem solving	Parties come face to face with underlying causes of the conflict. (Highlights <u>common</u> views)	...To reach solution through collaboration – consider all alternatives.	Successful in semantics conflict.	Hard to use on long standing conflicts.
Altering Structural Variables	Exchanging group members. Create positions for buffers. Develop appeals system. Expand boundaries.	...In intra organizational conflict.	Build resolution techniques right into system.	Resources often unavailable.
Altering Human Variables	Change attitudes and values through education (T groups)	...To alleviate <u>source</u> of conflict as well as end conflict itself.	Long term harmony.	Slow. Costly.