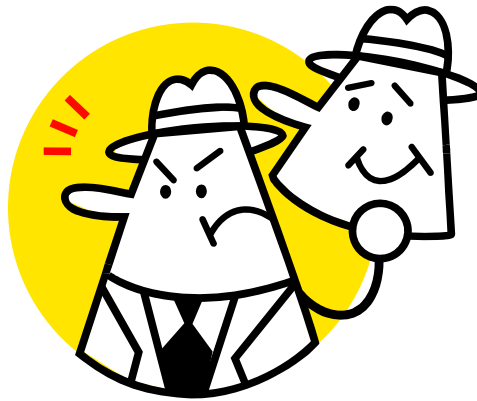


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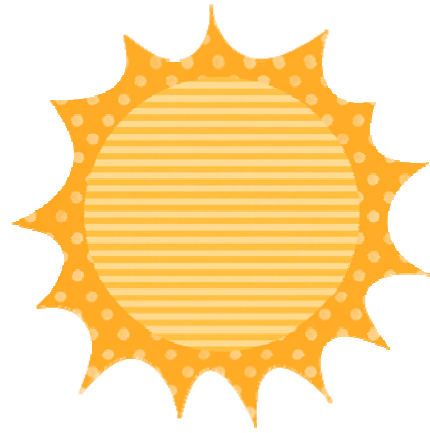
Concepts of Conflict

Compiled by Lauren Hart



Featuring vocabulary from:

- *Nonviolent Communication: A Language of Life, 2nd Ed.* By Marshall B. Rosenberg
- *Getting to Yes: Negotiating Agreement Without Giving In* by Roger Fisher, William Ury and Bruce Patton
- *Personal Conflict Management: Theory and Practice* by Suzanne McCorkle and Melanie J. Reese



Conditions for creativity

are to be puzzled;

to concentrate;

to accept conflict and tension;

to be born everyday;

to feel a sense of self.

- Erich Fromm

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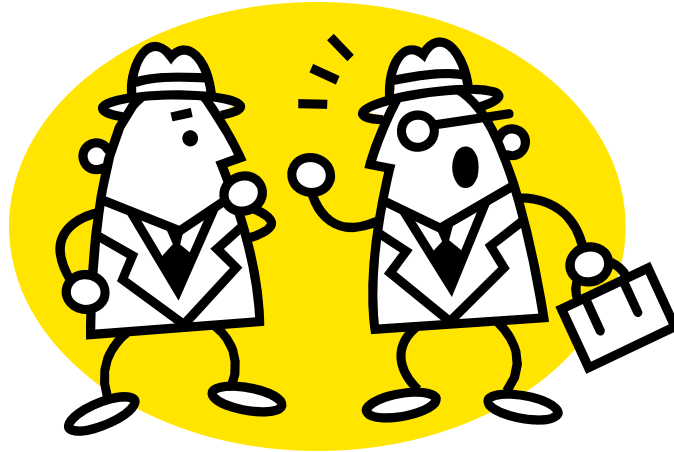
* *Nonviolent Communication: A Language of Life*

***Getting to Yes: Negotiating Agreement Without Giving In*

****Personal Conflict Management : Theory and Practice*

Argument

A rational weighing of facts and evidence using the rules of logic.



Attribution Theory

The concept that people consistently make sense of the world by assigning (attributing) meaning and motives to others' behavior.

Brainstorming Guidelines

Before Brainstorming:

- Define your purpose
- Choose a few participants
- Change the environment
- Design an informal atmosphere
- Choose a facilitator

During Brainstorming:

- Seat the participants side by side facing the problem
- Clarify the ground rules, including the no-criticism rule
- Brainstorm
- Record the ideas in full view

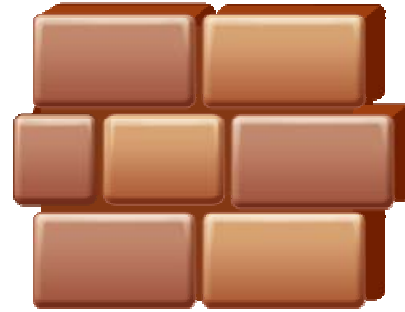
After Brainstorming:

- Star the most promising ideas
- Invent improvements for promising ideas
- Set up a time to evaluate ideas and decide



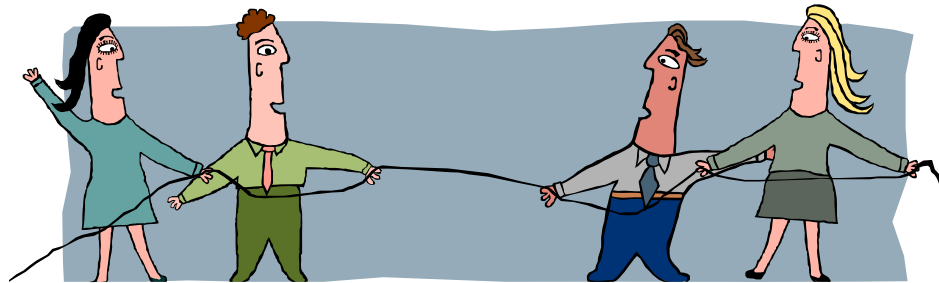
Constructivism

An interaction theory advanced by Delia, and others, that holds individuals create meaning and interpret reality through a series of personal constructs or schemas.



Dialectical Tensions Theory

This theory is related to pulls in opposite directions; dominant tensions that relational partners experience as they navigate their lives together.



Empathically Connecting

Common behaviors that prevent us from being sufficiently present to connect empathically with others:

Advising: “I think you should....” “How come you didn’t...?”

One-upping: “That’s nothing, wait’ll you hear what happened to me.”

Educating: “This could turn into a very positive experience for you if you just. ..”

Consoling: “It wasn’t your fault, you did the best you could.”

Story-telling: “That reminds me of the time...”

Shutting down: “Cheer up. Don’t feel so bad.”

Sympathizing: “Oh, you poor thing...”

Interrogating: “When did this begin?”

Explaining: “I would have called but...”

Correcting: “That’s not how it happened.”



Expressing Anger

Four steps:

- 1) Stop. Breathe. Refrain from making any move to blame or punish the other person.
- 2) Identify our judgmental thoughts.
Identify the thoughts that are making us angry.
- 3) Connect with our needs behind the thoughts
- 4) Express our feelings and unmet needs



We now open our mouths and speak the anger, but the anger has been transformed into needs and need-connected feelings. Honor that this can take a lot of courage.

Flashpoint

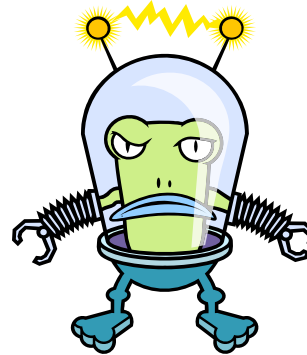
A flashpoint is an event that precipitates a conflict episode (also called triggering events).



Life-alienating communication

Specific forms of language and communication that contribute to our behaving violently toward ourselves and each other:

- Moralistic judgments
- Making comparisons
- Denial of responsibility
- Demands
- Punishment



Negotiation

A basic means of getting what you want from others. It is back- and - forth communication designed to reach an agreement when you and the other side have some interests that are shared and others that are opposed.



Maslow's hierarchy of needs

Maslow's hierarchy of needs, when threatened, are often a source of conflict.

They include physiological needs as well as needs of security, belonging, esteem and self-actualization.



Image source: <http://quangkhoi.net/learningcenter/2009/05/maslows-hierarchy-of-needs/>

The NVC Process

Observation

We observe what is actually happening in a situation

What are we observing others saying or doing that is either enriching or not enriching our life?

The trick is to articulate this observation without judgment or evaluation.

Feeling

We state how we feel when we observe this action: are we hurt, scared, joyful, amused, irritated, etc?

Needs

We say what needs of ours are connected to the feelings we have identified

Request

The concrete actions we request in order to enrich our lives

For example: Felix, when I see two balls of soiled socks under the coffee table and another three next to the TV, I feel irritated because I am needing more order in the rooms that we share in common. Would you be willing to put your socks in your room or in the washing machine?

Self-Compassion

These are important forms of self-compassion:

Mourning

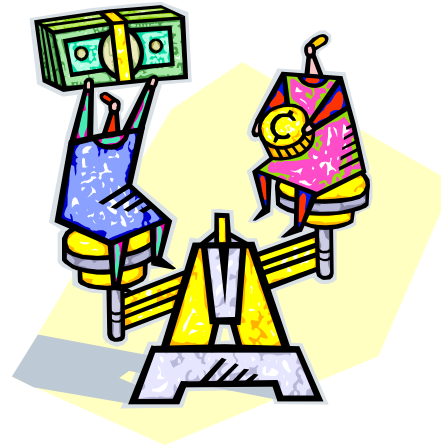
Self-forgiveness

Making choices motivated purely by our desire to contribute to life rather than our fear, guilt, shame, duty, or obligation



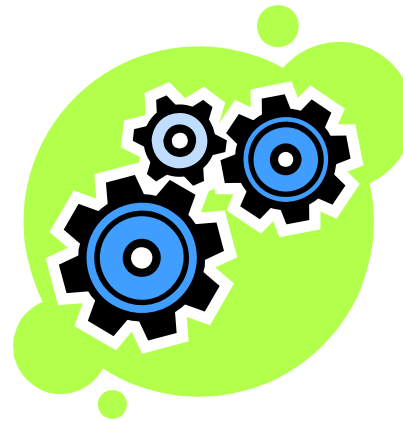
Social Exchange Theory

A relational theory suggesting individuals make choices about relationships by evaluating the personal rewards, costs, and expected profits/benefits involved in maintaining that relationship



Systems Theory

A theory that highlights the complex nature of life and holds that the interdependency of all the relationships among individuals in a system, as well as the surrounding environment, must be considered to understand the whole.



Thank you in "NVC"

Say:
This is what you did.
This is what I feel.
This is the need of mine that
was met.



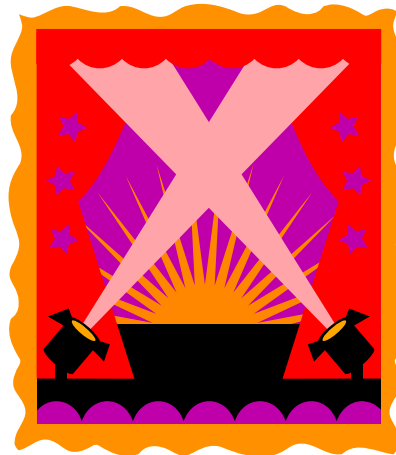
Three Criteria to Judge Negotiation

1. It should produce a wise agreement if agreement is possible.
2. It should be efficient.
3. It should improve or at least not damage the relationship between the parties.

These three criteria can be used to judge any type of negotiation.



Three Stages of Negotiation



1. Analysis Stage:
What are we negotiating?
2. Planning Stage:
How can we negotiate?
3. Discussion Stage:
How can all parties be satisfied?

Three Typical Attack Maneuvers

The other side's attack will typically consist of these three maneuvers:

- 1) Asserting their positions forcefully
- 2) Attacking your ideas
- 3) Attacking you



Tricky Tactics

Common tricky tactics:

Deliberate deception

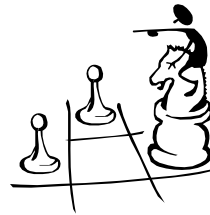
Phony facts, ambiguous authority, dubious intentions

Psychological warfare

Stressful situations, personal attacks, good-guy/bad-guy routine, threats

Positional pressure tactics

Refusal to negotiate, extreme demands, escalating demands, lock-in tactics, hard-hearted partner, calculated delay, take it or leave it



*"You can't shake hands
with a clenched fist."
- Indira Ghandi*



Hmmph.

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References

Fisher, Roger; Ury, William; & Patton, Bruce. (1991). *Getting to Yes: Negotiating Agreement Without Giving In*. (2nd ed). NY: Penguin Books.

McCorkle, Suzanne & Reese, Melanie J. (2010). *Personal Conflict Management: Theory and Practice*. Boston: Allyn & Bacon.

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