Methods Used to Resolve Conflicts (Key)

Complete the graphic organizer with the correct answers.

Positive
Accommodation
Compromise
Consensus
Concession

Negative
Attempting to prove who is right
Bagging
Blowing up
Deception
Lying
Personally attacking

Complete the graphic organizer with the correct answers.
Positive Constructive Resolution

1. **Accommodation** – both individuals “agree that they disagree.” They accept their differences and agree not to allow these differences to grow into major issues or problems.
2. **Compromise** – both individuals agree to find a satisfactory and acceptable solution to the conflict. Solutions are usually based on a combination of the different viewpoints or the parties agree to choose an alternative solution. **No one wins; no one loses**
3. **Consensus** – both individuals are able to see each other’s point of view and choose a solution that is beneficial for both of them.
4. **Concession** – one individual agrees to accept the other’s point of view

Negative Destructive Resolution

1. **Attempting to prove who is right** – occurs when personal feelings get involved and parties are unable to focus on resolving the issue.
2. **Bagging** – occurs when a person saves up irritations, hurts and anger instead of confronting issues as they develop.
3. **Blowing up** – damages the relationship and may involve crying, screaming, shouting, stomping feet or other exhibitions of anger.
4. **Deception** – occurs when a person tries to gain an advantage by misrepresenting the truth in his or her favor.
5. **Lying** – damages trust and causes relationships to suffer.
6. **Personally attacking** – occurs when a person ridicules or belittles someone else and the real issue is not addressed.