Methods Used to Resolve Conflicts

Complete the graphic organizer with the correct answers.

Positive

Negative
Let's Work It Out – Applying Conflict Resolution Skills – Hotel Management
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Positive Constructive Resolution

1. **Accommodation** – both individuals “_____________________. “ They accept their differences and agree not to allow these differences to grow into major issues or problems.
2. **Compromise** – both individuals “____________________________”. Solutions are usually based on a combination of the different viewpoints or the parties agree to choose an alternative solution.
3. **Consensus** – both individuals are able to see “____________________” and choose a solution that is beneficial for both of them.
4. **Concession** – one individual agrees to “____________________________”.

Negative Destructive Resolution

1. **Attempting to prove who is right** – occurs when “____________________________” and parties are unable to focus on resolving the issue.
2. **Bagging** – occurs when a person “____________________________” instead of confronting issues as they develop.
3. **Blowing up** – damages the relationship in a “____________________________” or other exhibitions of anger.
4. **Deception** – occurs when a person tries to “____________________________” in his or her favor.
5. **Lying** – “____________________________” and causes relationships to suffer.
6. **Personally attacking** – occurs when a person “____________________________” and the real issue is not addressed.