

LINKing with Others to Negotiate Interpersonal Conflict



Select a conflict situation you are currently involved in; one that you would be willing to describe to members of your group. (It is not important to name individuals involved.) Pick a conflict situation which is still unresolved.

These are notes for your own use. You will have a chance to discuss them in small groups.

This conflict is about

between

• In this situation, I want

and feel frustrated because

• The other party, _____, wants _____

• and feels frustrated because _____

CONCEPTUALIZATION

- I believe that the key issues are

- I think that the other party believes that the key issues are

- What am I doing, and what is the other party doing, that is leading to either desirable or undesirable outcomes?

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How would you analyze this conflict?

1. What is the nature of the similarities and differences between you and the other party?

About FACTS (of the situation), the major agreements are:

About FACTS (of the situation), the major differences are:

About GOALS (i.e., desirable outcomes), the major agreements are:

About GOALS (i.e., desirable outcomes), the major differences are:

About METHODS (how to reach goals), the major agreements are:

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About VALUES (inferences about their assumptions and beliefs), the major agreements are:

About VALUES (inferences about their assumptions and beliefs), the major differences are:

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2. What are the reasons for these differences? To what extent are these differences due to:

	Not At All	To Some Extent	To a Great Extent
Exposure to different information	_____	_____	_____
Perceiving information in different ways	_____	_____	_____
Role differences	_____	_____	_____
Other reasons	_____	_____	_____

STYLE

What conflict management styles did you use?

Management Style	Me	Other
Avoid (do not deal with it)	_____	_____
Accommodate (facilitate the other's agenda)	_____	_____
Compete (initiate your own agenda)	_____	_____
Compromise (50/50 solutions)	_____	_____
Collaborate (seek consensus)	_____	_____

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OUTCOMES

- What would you consider to be the major outcomes of this conflict?

Desirable Outcomes

Undesirable Outcomes

- What LINK skills did you use effectively?

- In retrospect, what LINK skills would you have liked to use?
