

## BLM 7.6 Resolving Conflict: It's Your Choice

Resolving conflict means balancing your need to achieve your goals in a situation with your desire to maintain your relationship with the other person. It may also mean deciding whose goals are more important in the situation.

There are five ways to resolve conflict:

**Withdraw** When the relationship is unimportant to you and your goals are not important either, you can just walk away and not resolve the conflict.  
Describe a conflict situation when **withdrawing** is an effective strategy.

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**Acquiescence** When the relationship is more important to you than your goals in the situation, you can resolve the conflict by acquiescing, giving in to the other person.  
Describe a conflict situation when **acquiescence** is an effective strategy.

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**Forcing** When your goals are more important to you than your relationship with the other person, and more important than the other person's goal, you can resolve the conflict by forcing, getting your own way.  
Describe a conflict situation when **forcing** is an effective strategy.

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**Compromise** When your goals are as important as your relationship with the other person, and as important as their goals, you can resolve the conflict by compromising, giving in a little to meet the other person halfway and still get some of what you want.  
Describe a conflict situation when **compromising** is an effective strategy.

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**Negotiation** When your goals are important to you, but you understand that the other's person's goals are also important, and you want to maintain a good relationship, you can resolve the conflict by negotiating a solution that suits both of you.  
Describe a conflict situation when **negotiation** is an effective strategy.

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