What is Conflict?

“Conflict exists when one person has a need of another and that need is not being met.”
Continuum of Tools to Promote Non-Escalation

- Confidential Conversation
- Use of HR, Supervisor

Cost-Time Aggravation
Prevention → On-site Early Intervention → External, Non-Binding → External, Binding

Higher Likelihood of
Mass-Labor Strike

- Formal Mediation
- Arbitration

Continuum of Tools to Promote Non-Escalation

- Court Intervention
- Litigation

Cost-Time Aggravation
Prevention → On-site Early Intervention → External, Non-Binding → External, Binding
Continuum of Resolution

Problem Solving

Constructive (and difficult)
- Cool Off
- Discuss
- Listen to Hear
- ________
- ________

Destructive (yet typical)
- Avoid
- Leave
- Explode
- Report
- ________

Problem Solving

Incident
Misunderstanding
Tension
Crisis

Prevention
On-site
Early
Intervention

External,
Non-Binding

External,
Binding
The single biggest problem in communication is the illusion that it has taken place.
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