



Advanced Leadership Course
Tuesday, PM, Part 1
Conflict Management

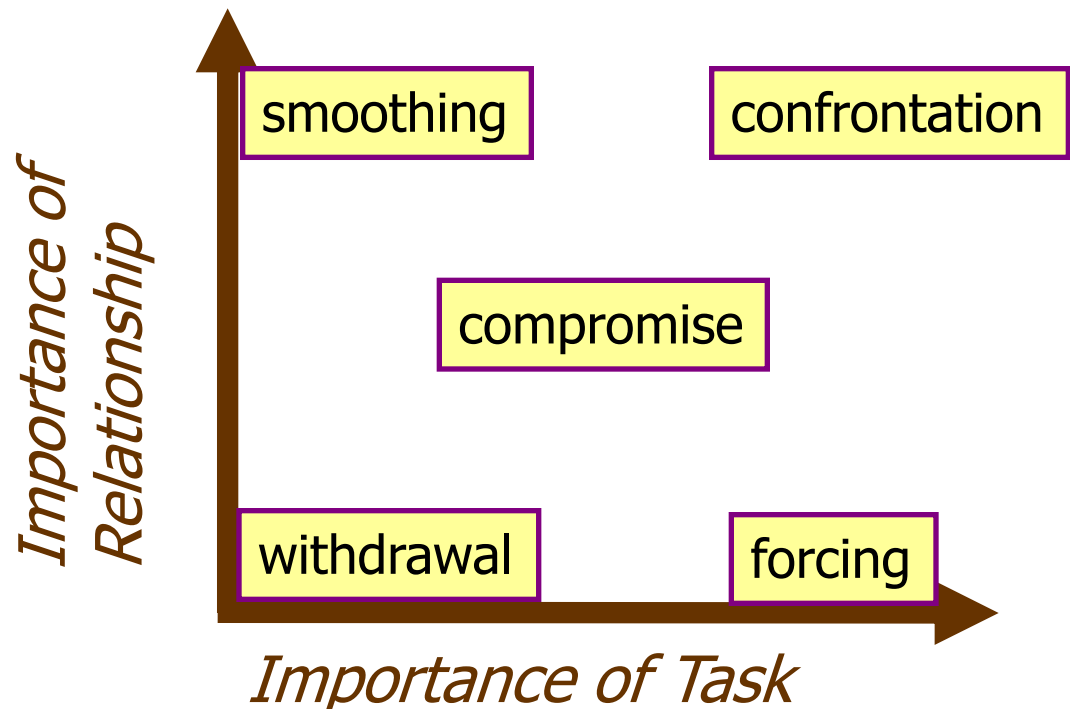
Dr Marc Conrad
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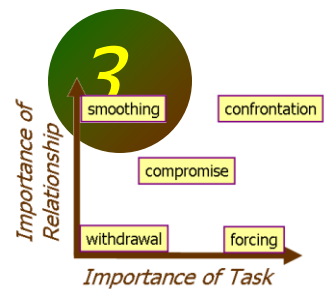
<http://perisic.com/pmg>

Conflict Resolution Strategies

According to Robert Blake and Jane Mouton (1964)

- Confrontation
- Compromise
- Smoothing
- Forcing
- Withdrawal





Methods of Conflict Resolution

- **Confrontation**
 - Directly facing a conflict with focus on a win-win problem-solving approach. Most effective method.
- **Compromise**
 - Give-and-take approach to bring some degree of satisfaction to all the parties.
- **Smoothing**
 - De-emphasizing areas of differences.
- **Forcing**
 - Win-lose approach.
- **Withdrawal**
 - To withdraw from an actual or potential disagreement. Least desirable method.