Conflict Management

Conflict is an unavoidable part of life. While outcomes can vary, each person involved can choose how they act and react. Conflict is NOT the same as interpersonal violence (IPV) and it is important to know when to seek help.

Conflict vs Violence

<table>
<thead>
<tr>
<th>Conflict:</th>
<th>Violence:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Typically temporary and isolated event</td>
<td>Often repeated and purposeful behavior</td>
</tr>
<tr>
<td>Often arise from misunderstanding or clashing values</td>
<td>Designed to humiliate, threaten, control, etc.</td>
</tr>
<tr>
<td>Both parties contribute to the conflict</td>
<td>No remorse or attempt to resolve situation</td>
</tr>
<tr>
<td>One or both parties are unaware of their impact</td>
<td></td>
</tr>
</tbody>
</table>

Examples

<table>
<thead>
<tr>
<th>Conflict:</th>
<th>Violence:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dispute over chores</td>
<td>Physical assault</td>
</tr>
<tr>
<td>Tension over tasks on a group project</td>
<td>Sexual misconduct</td>
</tr>
<tr>
<td>Neighbors playing loud music all night</td>
<td>Discriminating or harassing comments</td>
</tr>
<tr>
<td>Roommate’s pet destroying an item of yours</td>
<td>Threats to cause harm</td>
</tr>
<tr>
<td></td>
<td>Actions causing severe distress or harm</td>
</tr>
</tbody>
</table>

Resources

**Campus:**
- Compliance & Civil Rights
- Center for Community Standards
- Student Care Network
- Dean of Students
- WSU Police

**Community:**
- Alternatives to Violence of the Palouse
- Pullman Police
- Love is Respect
- National Domestic Violence Hotline
- National Sexual Assault Hotline
Managing Conflict

Conflict is defined as a clash or disagreement between individuals or groups with differing interests, needs, or perspectives.

Types of Conflict Behavior

- **Competitive:** Individual is prioritizing their own needs with the intention to "win".
- **Collaborative:** Individual is willing to problem-solve for a "win/win" outcome.
- **Avoidant:** Individual is avoiding anything to do with addressing or solving the conflict resulting in a "lose/lose" outcome.
- **Accommodating:** Individual is prioritizing the other’s needs by yielding to reach a resolution resulting in a "lose/win" outcome.

How do I Manage Conflict?

**Do:**
- Address the issue early on
- Practice active listening
- Use "I" statements
- Have a collaborative mindset
- Pull in resources if resolution can not be reached on your own

**Don’t:**
- Ignore the problem
- Have the conversation when emotions are high
- Retaliate if the outcome isn't what you wanted
- Assume the conflict will resolve if you don’t change anything

How do I Prevent Unnecessary Conflict?

**Key Points:**
- Be respectful of differences
- Choose your words carefully
- Know when to apologize
- Know when to walk away
- Ask for help

**Example Actions:**
- Clearly & directly communicate boundaries & expectations
- Discuss how others best receive constructive criticism
- Schedule routine check-ins with roommates