Resolving Conflict:
A Model for Effective Confrontation

Resolving Conflict

What does it mean to confront?

Definition = Bringing something to someone's attention in order to effect a positive change.

Confrontation denotes commitment and honesty -- CARE ENOUGH TO CONFRONT!

Avoiding conflict causes the following problems:
- situation/issue can get worse
- at best, the situation stays the same
- tacit approval of actions is assumed

A Model for Effective Confrontation

1. Specifically and briefly describe the behavior.
   - Think in terms of the listener. What is his position on this situation?
   - Determine an appropriate time and place to address the situation. (Praise in public, confront in private.)

2. Say how it makes you feel as the confronter.
   - Begin the statement with "I" instead of "you."
   - Utilize the past, present and future approach. Explain the background, specify current action, and define consequences for the future.
   - Non-verbal messages should be consistent with verbal message.
   - Don't use disclaimers/tag-ons: "I hate to mention this..."
   - Be careful not to exaggerate behavior. "You always..." or "You never..."

3. Define the effect that is the behavior is having on the individual or the group. "You may be putting the chapter in jeopardy by ..."

4. Determine action that currently needs to be taken. "And what I'd like instead is..."

5. Get the buy-in of the other person. "Can you do that?" "How does that sound to you?"

6. Close with an affirmation. "I'd be happy to help you by doing....."

REMEMBER: Confrontation skills take time and practice to develop.
Strive for a positive outcome!