



HANDLING CONFLICT

RESPONDENTS (8):

JOHN Q. PUBLIC; CINDY BILLINGS; BETSY BROWN; JACK DEMBY; DAN DAVIS; CHRIS COOPER; RONALD CHALMERS; JOHN DEMAGGIO

Engage directly with key players, instead of attempting to avoid the issue (8)

- JOHN Q. PUBLIC
- JACK DEMBY
- RONALD CHALMERS

- CINDY BILLINGS
- DAN DAVIS
- JOHN DEMAGGIO

- BETSY BROWN
- CHRIS COOPER

See action rather than reflection as the key to solving conflict issues (7)

- JOHN Q. PUBLIC
- DAN DAVIS
- JOHN DEMAGGIO

- CINDY BILLINGS
- CHRIS COOPER

- JACK DEMBY
- RONALD CHALMERS

Prefer to try and find common ground between people who are in conflict, rather than determine who's going to win or lose (7)

- CINDY BILLINGS
- DAN DAVIS
- JOHN DEMAGGIO

- BETSY BROWN
- CHRIS COOPER

- JACK DEMBY
- RONALD CHALMERS

Prefer to take a structured or step-by-step approach to dealing with conflict (6)

- JOHN Q. PUBLIC
- CHRIS COOPER

- BETSY BROWN
- RONALD CHALMERS

- JACK DEMBY
- JOHN DEMAGGIO

Generally prefer that conflict issues be handled openly in meetings (6)

- CINDY BILLINGS
- DAN DAVIS

- BETSY BROWN
- CHRIS COOPER

- JACK DEMBY
- JOHN DEMAGGIO

Can become domineering, dealing with others by attempting to dominate rather than engage constructively with other people (6)

- JOHN Q. PUBLIC
- CHRIS COOPER

- BETSY BROWN
- RONALD CHALMERS

- JACK DEMBY
- JOHN DEMAGGIO

Have the ability to keep your focus on key issues in conflict situations (5)

- CINDY BILLINGS
- RONALD CHALMERS

- JACK DEMBY
- JOHN DEMAGGIO

- DAN DAVIS



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Try to limit distractions when you are focusing on the issue (5)

- JOHN Q. PUBLIC
- DAN DAVIS

- CINDY BILLINGS
- JOHN DEMAGGIO

- JACK DEMBY
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Make sure you know who is "in charge" (4)

- JOHN Q. PUBLIC
- RONALD CHALMERS

- BETSY BROWN

- CHRIS COOPER
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Don't push yourself to come up with a structured approach for dealing with a particular conflict. Start with a broad outline (4)

- CINDY BILLINGS
- RONALD CHALMERS

- DAN DAVIS

- CHRIS COOPER
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If you are involved in some formal conflict management process, you can be tempted to abandon it and try a less organized approach (4)

- CINDY BILLINGS
- RONALD CHALMERS

- DAN DAVIS

- CHRIS COOPER
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Get advice and input from key individuals who will be direct and straightforward with you (4)

- JOHN Q. PUBLIC
- JOHN DEMAGGIO

- CINDY BILLINGS

- JACK DEMBY
-

Can run the risk of becoming entrenched in your basic stance instead of being open to other possibilities (4)

- CINDY BILLINGS
- JOHN DEMAGGIO

- JACK DEMBY

- DAN DAVIS
-

Conflict can become an opportunity for you to win, perhaps at the expense of others (4)

- JOHN Q. PUBLIC
- RONALD CHALMERS

- BETSY BROWN

- CHRIS COOPER
-

Can be too terse and direct with some individuals, sometimes upsetting them without realizing it (4)

- JOHN Q. PUBLIC
 - JOHN DEMAGGIO
-

- CINDY BILLINGS

- JACK DEMBY
-



HANDLING CONFLICT

Focus first on the key issues that are "go-don't go" in nature, leaving the more difficult ones until later (3)

• CINDY BILLINGS

• JACK DEMBY

• JOHN DEMAGGIO

Under pressure, can begin to see ambiguity in what are fundamentally simple issues (3)

• BETSY BROWN

• DAN DAVIS

• CHRIS COOPER

Sound out the group as a whole, getting a feeling for what they think collectively (3)

• BETSY BROWN

• JACK DEMBY

• JOHN DEMAGGIO

Engage your competitiveness, to the extent that this can be useful in dealing with the conflict issue at hand (3)

• BETSY BROWN

• CHRIS COOPER

• RONALD CHALMERS

Like people to focus on the facts in conflict situations and not allow their feelings to get the better of them (3)

• JACK DEMBY

• DAN DAVIS

• JOHN DEMAGGIO

When you are involved in dealing with conflict, you can become too concerned about the extent to which your popularity might be affected (3)

• BETSY BROWN

• JACK DEMBY

• JOHN DEMAGGIO

Can be too tempted to reduce issues to black and white, even when this constitutes an over-simplification (3)

• CINDY BILLINGS

• JACK DEMBY

• JOHN DEMAGGIO

For the most part, you see the sources of conflict as being fairly simple in nature, and encourage people to focus on and resolve those key issues (3)

• CINDY BILLINGS

• JACK DEMBY

• JOHN DEMAGGIO



HANDLING CONFLICT

Prefer to deal with conflict issues in a low-key way, getting people to discuss their differences rather than attempting to dominate the situation (3)

• CINDY BILLINGS

• DAN DAVIS

• RONALD CHALMERS

If possible, get away from the group for at least a while and reconsider the issues (3)

• JOHN Q. PUBLIC

• DAN DAVIS

• RONALD CHALMERS

Can be too resistive in handling conflict issues in a group setting (3)

• JOHN Q. PUBLIC

• DAN DAVIS

• RONALD CHALMERS

You believe that it's often the secondary issues that cause conflict, and you like to investigate those (3)

• JOHN Q. PUBLIC

• BETSY BROWN

• CHRIS COOPER

A naturally authoritative person, you find it easy to direct conflict situations, even if other people try to dominate (3)

• JOHN Q. PUBLIC

• BETSY BROWN

• CHRIS COOPER

Can be inclined to see action, even overly hasty action, as the definitive answer to conflict resolution (2)

• JACK DEMBY

• JOHN DEMAGGIO

Get advice and input from at least one key person who understands your need to feel respected (2)

• DAN DAVIS

• CHRIS COOPER

Your feelings, particularly negative feelings, can impede your ability to deal effectively with conflict (2)

• DAN DAVIS

• RONALD CHALMERS



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If people are too forthright with you, you can focus more on your hurt feelings than the conflict issues (2)

• DAN DAVIS

• CHRIS COOPER

If you sense your impatience for action rising, take a brisk walk or some other physical exercise and then go back to the problem (2)

• JACK DEMBY

• JOHN DEMAGGIO

Work to create an atmosphere where you feel that you and others are on the same team (2)

• JACK DEMBY

• JOHN DEMAGGIO

If you are involved in some formal conflict management process, you can be tempted to follow that process too rigidly (2)

• JACK DEMBY

• JOHN DEMAGGIO

Have a structured plan for dealing with the conflict, even though you may not need to use it (2)

• JACK DEMBY

• JOHN DEMAGGIO

Can become over-idealistic, seeking for ideal rather than practical solutions (2)

• JACK DEMBY

• JOHN DEMAGGIO

Take time to consider matters where possible; your decision-making tends to be more effective if you are not rushed (2)

• DAN DAVIS

• CHRIS COOPER

Find someone who is not directly involved and tell that person about your feelings, particularly the negative ones (2)

• DAN DAVIS

• RONALD CHALMERS



HANDLING CONFLICT

More at ease handling issues of conflict one-on-one or in very small groups (1) • RONALD CHALMERS

Understand that conflicts can't always be resolved easily, particularly when the issues are complex or ambiguous (1) • RONALD CHALMERS

Particularly in the face of ongoing conflict, you can begin to lose energy or over-think the issue (1) • RONALD CHALMERS

Can become intimidated by more domineering people, withdrawing or appearing to agree even when you don't (1) • CINDY BILLINGS

Understand that people are often in conflict because each one of them wants to win, and so look for solutions that can preserve that competitive element between them (1) • JOHN Q. PUBLIC

Secondary or less relevant issues can start to assume a disproportionately large importance (1) • JOHN Q. PUBLIC

Others should try not to be domineering with you. They should try to work with you as much as possible to get you to see that you are on the same side (1) • CINDY BILLINGS

Set aside a period of time to get away from the issue, mentally and physically (1) • RONALD CHALMERS
