

Quick Tips

Dealing with Non-Negotiators

Some individuals will refuse to negotiate because they want to protect their interests. Here are a few pointers for dealing with them.

- Start to negotiate anyway
- Explain why it is in their interest to negotiate.
- Talk about how resolving the issue will help them.
- Make the issue important to them.

Dealing with Non-Trusting

Some individuals simply can't or won't trust you. Still try to do your best! Take these tips into consideration.

- Be trustworthy
- Find something that you both agree on-for example-, you both want the program to be a success
- Listen carefully to their issues and concerns
- Start out small-don't be discouraged if you can't resolve all of the conflict issues at once.



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Conflict Resolution



Leader Tips

Leadership Development Tips for Groups



Office of Campus Life
Richland Community College

LEADership Mastery Program

Styles of Conflict Management

Competing

This individual pursues his or her interests at another's expense. One may stand up for individual rights, defend one's position or belief, or try to win.



Accommodating

This individual may neglect his or her own interests to satisfy someone else. This person may exhibit selfless generosity or charity, obey another when her or she would prefer not to, or gives in to another's point of view.

Avoiding

This individual prefers to not deal with conflict. Examples of avoidant behavior include sidestepping issues, postponing issues to a later time, or withdrawing from the situation.

Compromising

This individual may seek to find quick, mutually acceptable solutions which satisfy both parties needs to an extent.

Compromisers may suggest splitting the difference, exchanging concessions, or seek middle ground.

Collaboration

Individuals seek to find a solution which fully satisfies both parties.

Collaboration is the style most recommended for student clubs/organizations because it allows both parties to be fully satisfied, it allows for creativity in developing resolution, and it gives participants a sense of accomplishment that they have together resolved the issue without losing anything.

The ability to resolve conflict is one of the most important skills a leader can possess.

Conflicts arise in every day situations between leaders and members over both organizational and personal issues.

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STEPS FOR COLLABORATION

1. Determine the nature of the conflict. Is it a philosophical issue or a difference of expectations?
2. State the honest effect the conflict has on you.
3. Listen carefully to the other person.
4. Initiate the problem solving process.
 - A. Clarify the issue - What is the real problem?
 - B. Discuss each person's wants and needs.
 - C. Generate a list of all possible solutions.
 - D. Decide together on the solution most acceptable to both parties.
 - E. Discuss how the solution will be implemented.
 - F. Develop a process to evaluate the solution after a given amount of time
 - G. Discuss how discrepancies or problems with the solution will be handled.

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