

10.4 REFLECTION AND ACTION WORKSHEET

Handling Conflict

Reflection

1. How do you react to conflict? Based on the Conflict Style Questionnaire, how would you describe your conflict style? How has your past history influenced your conflict style?
2. This chapter describes three kinds of relational conflict (i.e., esteem, control, affiliation). Of the three kinds, which is most common in the conflicts you have with others? Discuss.

Action

1. Briefly describe an actual conflict you had with a family member, roommate, or coworker in the recent past. Identify the positions and interests of both you and the other person in the conflict. (Note: Individuals' positions may be easier to identify than their interests. Be creative in detailing your interests and the other person's.)
2. Describe how you could *fractionate the conflict*.
3. Using Fisher and Ury's (1981) methods, describe how you could separate the person from the problem and how you could work together to address the conflict. During your discussions, how could you help the other party in the conflict save face? How could the other party help you save face?