

# Conflict Management

## Conflict

disagreement through which parties involved perceive a threat to their needs, interests and concerns

Office of Quality Improvement & Office of Human Resource Development  
University of Wisconsin-Madison. (2012). Conflict Resolution. Retrieved July 23<sup>rd</sup>, 2012, from <http://www.ohrd.wisc.edu/onlinetraining/resolution/index.asp>

## Power

ability to perform an action or the possession of control or influence over others

## Trust

belief in someone's ability and reliability

## Personality

set of characteristics and qualities which distinguish an individual

## Conflict Management Style

individual's preferred way to respond to conflict

## Collaborative Attitude

positive mindset of which disputing parties take efforts to build or maintain a healthy relationship with each other

## Reframing

expressing something in a different way without changing the meaning

## Third Party Intervention

phrase in the conflict resolution process where a neutral outsider gets involved to help the disputing parties solve the problem

## Facilitator

a third party who manages the process of negotiation

## Mediator

a third party who helps conflicting parties clarify the situation and decide on a solution

## Arbitrator

a given authority who hears all sides of a case and makes final decision based on the information gathered