

Conflict Behaviors Chart

Counterproductive Behaviors	Productive Behaviors
Fighting it out (anger is released- no solution), giving in (needs go unmet), avoiding (no attempt to resolve conflict)	Expressing disagreement in a calm, respectful way that does not attack or disparage others
Passing judgment, making assumptions	Asking questions, listening actively, identifying underlying issues
Being unwilling to take responsibility for one's own words and actions; taking all criticism as an attack	Acknowledging one's own role in the conflict and apologizing when necessary
Being unwilling to compromise or change, being inflexible (stubborn)	Being open, flexible, and willing to try new solutions
Needing to explain our side first, listening ineffectively, needing competition	Inviting other's viewpoints, seeking to understand and validate their views and needs, expanding areas of agreement
Acting on fear of losing (competition), being rejected or being dismissed	Acting in order to solve a problem and maintain the relationship
Hitting "below the belt," withdrawing, bringing up past complaints	Being supportive, direct, and focused on the current conflict
Seeking to meet one's own needs (win), disregarding the needs of others and the relationship itself	Seeking creative and mutually agreeable solutions that meet the needs of all involved, helping to prevent future conflict