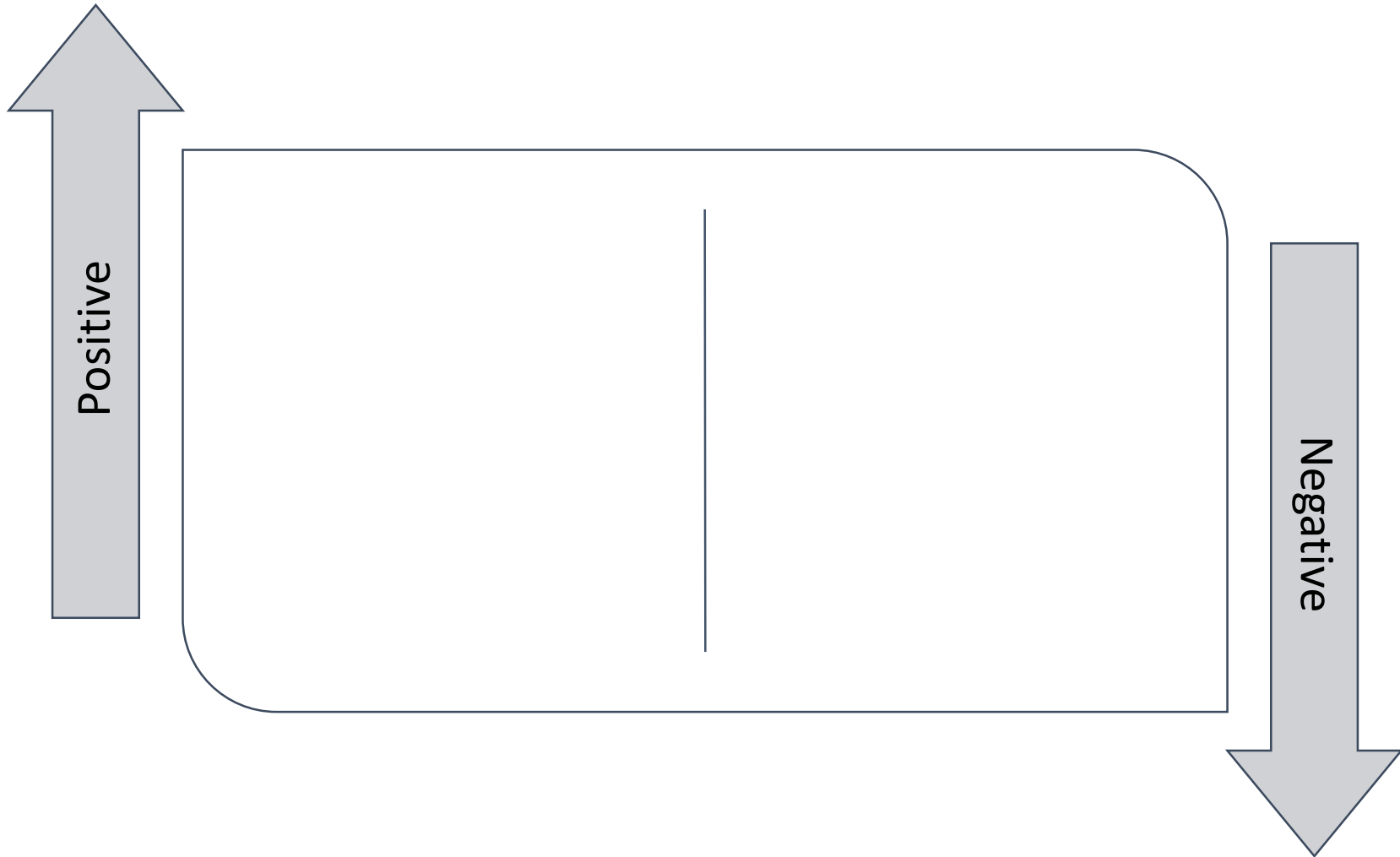


Methods Used to Resolve Conflicts

Complete the graphic organizer with the correct answers.



Positive Constructive Resolution

1. **Accommodation** – both individuals “_____.” They accept their differences and agree not to allow these differences to grow into major issues or problems
2. **Compromise** – both individuals _____. Solutions are usually based on a combination of the different viewpoints or the parties agree to choose an alternative solution.
3. **Consensus** – both individuals are able to see _____ and choose a solution that is beneficial for both of them
4. **Concession** – one individual agrees to _____

Negative Destructive Resolution

1. **Attempting to prove who is right** – occurs when _____ and parties are unable to focus on resolving the issue
2. **Bagging** – occurs when a person _____ instead of confronting issues as they develop
3. **Blowing up** – damages the relationship in a _____ or other exhibitions of anger
4. **Deception** – occurs when a person tries to _____ in his or her favor
5. **Lying** – _____ and causes relationships to suffer
6. **Personally attacking** – occurs when a person _____ and the real issue is not addressed