

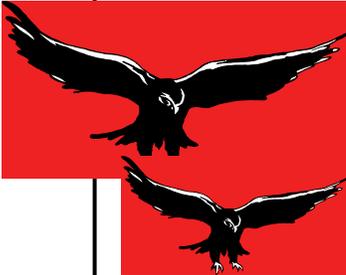
LeaderTIPS:

Tools, Ideas, and Possibilities for Success

JANUARY 2007

ISSUE THREE:

MANAGING CONFLICT



"Peace is not the absence of conflict, but the ability to cope with it."

-Anonymous

INSIDE THIS ISSUE:

IDENTIFYING CONFLICT

ACCEPTING CONFLICT

HOW TO DEAL WITH CONFLICT

What is Conflict?

Conflict, according to Dictionary.com is a fight, battle, or struggle, especially a prolonged struggle, or strife. In addition, conflict can also be defined by coming into collision or disagreement; to be contradictory, at variance, or in opposition; to clash. Conflict can be found on an individual, interpersonal, or group basis. Conflict knows no bounds and will often times arise when you least expect it. It is necessary to think of conflict in varying levels of severity. These levels are known as blips, clashes, and crises. A blip can be considered insignificant or an easily manageable conflict. A clash might be considered an issue that arises over a reoccurring blip. Finally, a crisis is a significant problem that, in some instances, cannot be resolved. To effectively deal with conflict, it is crucial to identify it.

Living with Conflict: How to Approach the Situation

There are many strategies that you can use to help you deal with conflict. Three of the most common are: using 'I' statements, avoiding placing blame on the other party, and seeking mediation from an outside, impartial source. In addition, when confronting a conflict, make sure to give yourself some time and or space before jumping into a potentially emotionally charged encounter.

**TOOL OF THE MONTH**

CAPS

(Counseling and Psychological Services)

Located in the Student Center Pavilion, Room P120

(206) 296-6090

Contact them for assistance in dealing, coping, and overcoming conflict.

Embracing Conflict: Turning the Tension into a Positive Force

However awkward, stressful, or negative conflict might seem, it is important to remember one thing: you can use that situation as motivation! Let conflict be a means for seeking change, improvement, or reformation either personally, among friends, or in your community.

SPECIAL POINTS OF INTEREST:

- *Let us help you! Order a Leadership Take-Out and one of our well-trained staff members will facilitate a workshop catered specifically to your group. Contact oxenhand@seattleu.edu for all of the details.*
- *Want to eat lunch with a leader? Then sign up for the Lunches with Leader series. For more information on this unique opportunity visit: www.seattleu.edu/getinvolved. Or email duganm@seattleu.edu to sign up!*
- *Bravo! Leadership Development applauds you. We want to hear about someone you know who exemplifies what it means to be a leader. Nominate today at www.seattleu.edu/getinvolved*

How to Deal: Determining Your Conflict Style

There are four classifications regarding how one might deal with conflict. They are, as follows:

- Aggressive/Confrontive
- Assertive/Persuasive
- Observant/Introspective
- Avoiding/Reactive

If you fall into the first category, you most likely feel the need to control

situations and people, you are direct, and judgmental. The second category marks those who can stand up for themselves without being pushy, like to collaborate, and rely heavily on their verbal skills. Belonging to the third category suggests that you feel the need to observe others, have good listening skills, and are very cooperative, even conciliatory at times. Finally, the

fourth category represents those who feel the need to avoid conflict. As a result are accepting, patient, and willing to suppress their own feelings. Typically, individuals rely on a mix of these four coping mechanisms to deal with conflict. However, it is important to acknowledge that factors such as violence or outside influence when dealing with conflict.

SU SPOTLIGHT:

Attention Student Leaders: Get ready to save time... the new Common Application Process has arrived! Fill out ONE application for a variety of different student leadership roles on campus.

Visit www.seattleu.edu/getinvolved/leadership for more details

