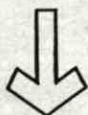


Intrapersonal → Claim/Demand ← Interpersonal
(if rejected)



DISPUTE

(Disputes may Focus in on)



Rights Power Interests

Frank Oomkes and Richard Thomas' Typology of Conflict

INSTRUMENTAL: Which is about objectives, means, procedures and structures. The resolution process is arbitration and the outcome is a solution(s). Strategy: Problem Solving.

INTERESTS: Which is about distribution of money, time, human resources, space, etc. The resolution process is mediation and the outcome is compromise. Strategy: Negotiation.

PERSONAL/RELATIONAL: Which is about diversity, self-image, loyalty, breach of trust, betrayal of friendship or lack of acceptance. The resolution process is facilitation and the outcome is understanding. Strategy: Open Communication.

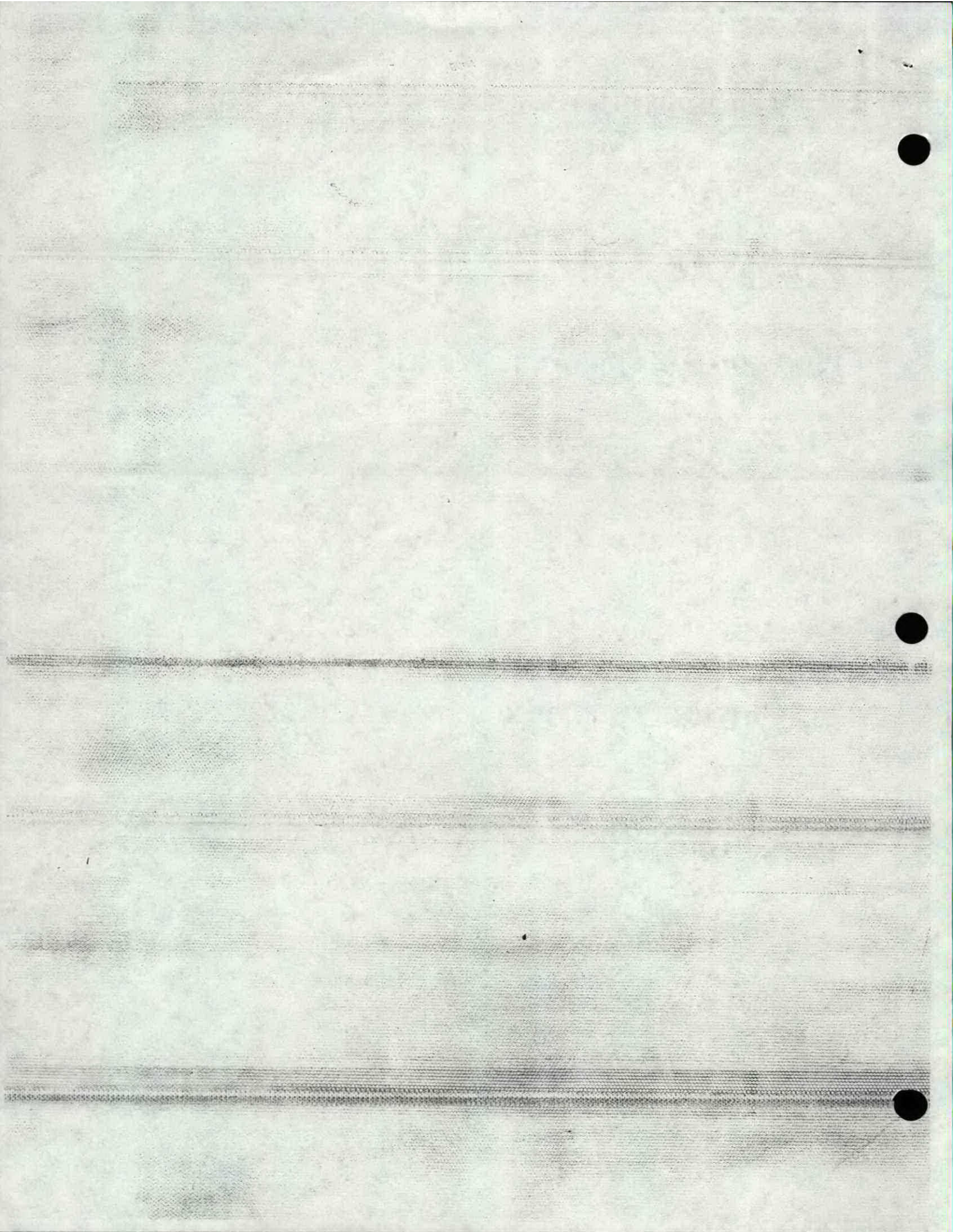
Relationship Awareness Theory: Elias Porter' Brain-child

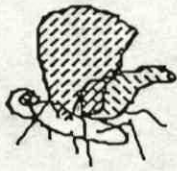
CONFLICT is created in the individual when his/her self-worth is eroded.

The Sense of personal Worth:

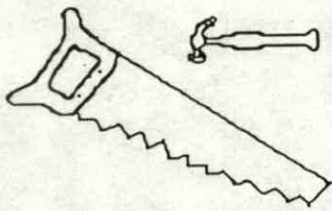
- * **What Brings it to You?**
- * **What Takes it From You?**
- * **How do You Bring it to Others?**
- * **How do You Take it From Others?**

Yet, "In Conflict Our Motivations Change"

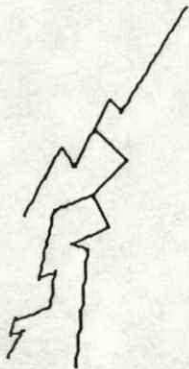




Stage one conflict is like a buzzing fly— an irritant that can be dealt with in one manner or another . We can focus on our sense of selfworth, the other person, and the problem.



Stage two conflict causes our attention to shift and our strategy to change. Our focus is more on maintaining our sense of self worth



Stage three conflict is our final shift— a fight or flight situation—our last ditch stand. Maintaining the integrity of our self worth is all that is left.

Conflict is responded to with a sequence of strategies that are deployed as the conflict progresses.

**STRANGER, SELF-DISTORTION, RACE, GENDER, FACE-SAVING AND
COLLABORATIVE NEGOTIATIONS: HOW DOES IT ALL WORK?**

Implications:

- * **keep track of the impact of our behavior on others**
- * **keep track of the intention of our behavior towards others**
- * **to recognize that we may not know that we don't know**
- * **that our construction of the world we see, may not be what others see**

therefore:

- ~ **collaborative negotiation starts with you,**
- ~ **it happens because of you, and**
- ~ **ends with you:**

THIS BUD'S FOR YOU!