Conflict Management
Ch 7

I. “Conflict is not only essential to the growth, change, and evolution of living systems, but it is, as well, a system’s primary defense against stagnation, detachment, entropy, and even extinction.” Brent Rubin

II. What is the difference between management and resolution?
   1. Resolution: settling conflict, terminating struggle
   2. Management: no end to struggle, no judgment on goodness or badness of struggle

III. Styles of Conflict Management
   1. Confronting/Problem Solving/Collaborating
   2. Smoothing/Accommodation
   3. Compromising
   4. Avoiding/Withdrawing
   5. Competing/Forcing