Quick Tips
Two special issues to address during conflict resolution are:

Dealing with “Non-Negotiators”

Some individuals will refuse to negotiate because they want to protect their interests. Here are a few pointers for dealing with them:

- Start to negotiate anyway.
- Explain why it is in their best interest to negotiate.
- Talk about how resolving the issue will help them.
- Make the issue important to them.

Dealing with the Non-Trusting

Some individuals simply can’t or won’t trust you. Do your best! Take these tips into consideration:

- Be trustworthy.
- Acknowledge everyone’s feelings.
- Find something that you both agree on.
- Listen carefully to their issues and concerns.
- Start small—don’t be discouraged if you can’t resolve all the issues at once.

Leader Hints:
are available on the following topics

- Agendas
- Advising Groups
- Budgeting
- Co-Sponsorship
- Community Service
- Conflict Resolution
- Constitution and Bylaws
- Delegation
- Difficult Members
- Elections
- Event and Program Planning
- Fundraising
- Goal Setting
- Group Performance Evaluation
- Icebreakers
- Individual Evaluation
- Meetings and Minutes
- Motivation
- Newsletters
- Officer Transition
- Parliamentary Procedure
- Publicizing Events
- Recruiting New Members
- Retreats
- Starting a New Organization
- Stress Management
- Team Building
- Time Management

Leader Hints is a publication of the University of New Mexico Student Activities Center. Copies are available at the Student Activities Center, SUB Room 1018. For more information, call 277-4706.

Some of the information in this brochure was compiled from leadership materials from the University of Texas at San Antonio and the University of Kansas.
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**STYLES OF CONFLICT MANAGEMENT**

**COMPETING** (win-lose strategy): The individual pursues his or her interests at another’s expense. Competing people will stand up for their beliefs without listening to others or do anything to “win.”

**ACCOMMODATING** (lose-win): People neglect their own interests to satisfy the interests of others. These people obey others when they would rather not and easily yield to other’s points of view.

**AVOIDING** (lose-lose): These individuals do not deal with conflict. They sidestep issues, postpone discussions, or withdraw from tense situations.

**COMPROMISING** (partial win-partial win): These individuals seek to find expedient, mutually acceptable solutions which somewhat satisfy both parties’ needs. They “split the difference” or seek middle ground.

**COLLABORATION** (win-win): Individuals seek to find solutions that fully satisfy both parties.

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**STEPS FOR SUCCESSFUL COLLABORATION**

1. Determine the **nature of the conflict**. Is it a philosophical issue (drinking at parties) or a difference in expectations (all members should determine each decision the group makes)?

2. State the **real effect the conflict has on you**. If all members get to vote on everything, it will take a long time to make decisions and other things may not get done.

3. **Listen carefully to the other person**. What is the real effect on him or her? What does he or she see as the real conflict?

4. Initiate the **problem-solving process**:
   A. Clarify the issue: What is the problem at hand?
   B. Discuss each person’s wants and needs. Generate a list of all possible solutions – be creative!
   C. Decide together on the solution most acceptable for all parties.
   D. Discuss how the solution will be implemented.
   E. Develop a process to evaluate the solution after a specified time.
   F. Discuss how discrepancies or problems with the solution will be handled.