

# DEALING WITH CONFLICT

## PERSONAL CHECK-IN: RESPONSE TO CONFLICT

<i>Techniques Used To Handle Conflict</i>	<b>Often</b>	<b>Sometimes</b>	<b>Rarely</b>
<i>Avoid the person or subject</i>			
<i>Change the subject</i>			
<i>Try to understand the other person's point of view</i>			
<i>Get another person to decide who is right</i>			
<i>Play the martyr</i>			
<i>Give in</i>			
<i>Apologize</i>			
<i>Try to identify specifically what you agree or disagree on</i>			
<i>Whine or complain to get your way</i>			
<i>Pretend to agree</i>			
<i>Admit that you are wrong, even if you do not believe that you are</i>			
<i>Fight it out</i>			
<i>Turn the conflict into a joke</i>			
<i>Work toward a mutual solution</i>			

Source: Building Human Resource Management Skills, National Food Service Management Institute