

How to Resolve a Conflict with Another Person

Accelerating Excellence with Del Gilbert
Podcast Episode #90 - Resource Guide

"Try to build a bridge, not win an argument."
-Andy Stanley



TWO KEY QUESTIONS

1. How important is the issue?
2. How important is the relationship?

1. AVOID

If the issue is unimportant and the relationship is unimportant.

2. COMPETE

If the issue is important and the relationship is unimportant.

3. ACCOMMODATE

If the issue is unimportant and the relationship is important.

4. COMPROMISE

If the issue is important and the relationship is important.
(But there is room for 'give and take' on both sides.)

5. COLLABORATE

If the issue is important and the relationship is important.

3 CONFLICT PRINCIPLES

1. No one has to be wrong.
2. Understand that you have a limited perspective.
3. Give the other person the benefit of the doubt.

"You can't shake hands with a closed fist."
-Golda Meir