

# Analyze Your Conflict with 2 Conflict Models

Folger, Poole, & Stutman. (2016). *Working Through Conflict*. Routledge.

## DIFFERENTIATION & INTEGRATION

### 1. Differentiation

- What roles are people playing?
- What is the conflict about?
- What patterns of behavior are people engaging in?
- What assumptions are keeping the conflict active and alive?

### 2. Integration

- Appreciation of similarities
- Positive interactions toward resolution
- Own behavior and approaches
- Problem solving
- Identify mutual purpose
- Identify underlying needs & interests

1. Latent Conflict - Conflicting issues exist but all parties aren't aware yet.

2. Perceived Conflict - Parties become aware of conflict

3. Open Conflict - Parties really 'feel' the conflict

4. Manifest Power - parties act on their feelings in conflict

- Asserting power
- Gossiping
- Yelling
- Name calling
- Triangulation
- Passive Aggression
- Identifying own underlying interests & needs
- Identifying others' underlying interests & needs
- Curious questions

5. Aftermath

- New relationships
- New agreements
- New dynamics
- Assessment

## PONDY'S MODEL

