## Path of Conflict

## Precipitating Event and/or Hot Buttons



## Constructive Responses

Behaviors which keep harmful effects of conflict to a minimum

## Destructive Responses

Behaviors which escalate or prolong conflict

## Person-Focused Conflict (Affective)

- Focused on personal
- Negative emotions (anger, frustration)
- Tension increases
- Group functioning decreases


## Conflict Escalates

Feelings of anger and frustration No resolution
Getting even and keeping score Closed channels of communication

Refusing to deal with issues Team performance decreases

Open \& honest communication of feelings
Win / Win or Both Gain Solutions Both parties' needs are met Improved communication Actively resolving conflict Team performance improves

