



*Challenge. Discover. Transform.*

Eckerd College has done a lot of research on conflict which points our four key areas.

Think about the four typical responses to conflict as they apply to you and how you respond to key person(s) at work.

Active-Constructive Responses

- Perspective Taking
- Creating Solutions
- Expressing Emotions
- Reaching Out

Passive-Constructive Responses

- Reflective Thinking
- Delay Responding
- Adapting

Active-Destructive Responses

- Winning
- Displaying Anger
- Demeaning Others
- Retaliating

Passive-Destructive Responses

- Avoiding
- Yielding
- Hiding Emotions
- Self-Criticizing