

TRADITIONAL THINKING	NEW APPROACH
There will be a winner and a loser in a conflict Win-Lose.	Both parties must be pleased with the outcome or at least be able to live with it Win-Win.
Authorities (above us) handle the conflict.	We are responsible for the conflict ourselves.
Open or hidden use of force is included.	Force is not required.
There is only one correct solution.	There are several possible solutions.
Conflicts are disruptive, and we avoid them (conflict-avoidant).	Conflicts are normal, and solutions to them can provide new energy and improved relationships (assertive).
The goal is to resolve the conflict.	The goal is to resolve the conflict + an improved relationship.

FIGURE 5.28
Traditional vs. modern conflict management.