

| TRADITIONAL THINKING | OUR THINKING |
|---|---|
| There are winners and losers in a conflict. | |
| Win-lose | Both parties should be able to live with the result. No one shall be humiliated. |
| Win-win | |
| Somebody comes and resolves the conflict for us, if we are unable to | We are responsible for the conflict and its resolution. Therefore, we must always ensure that the conflict does not get out of control. |
| Typically, open or hidden use of power is included. | Power is not decisive for resolving the conflict. |
| Usually, there is only one right solution. | There are several possible solutions. |
| Conflicts are annoying and disturbing and therefore something we prefer to avoid. | Conflicts are inevitable and working with conflicts, and their solutions provide new energy and also often improved relationships. |
| The goal is resolving the conflict. | The goal is the resolution of the conflict as well as an improved relationship. |

FIGURE 4.90
Attitudes towards dealing with conflicts.