Dealing with the Non-Negotiators

Some individuals will refuse to negotiate because they want to protect their interests. Here are a few pointers for dealing with them:

- Start to negotiate anyway
- Explain why it is in their interest to negotiate
- Talk about how resolving the issue will help them
- Make the issue important to them

Dealing with the Non-Trusting

Some individuals simply can’t or won’t trust you, but do your best! Take these tips into consideration:

- Be trustworthy
- Find something that you both agree on; for example, you both want the program to be successful
- Listen carefully to their issues/concerns
- Start small—don’t be discouraged if you can’t resolve all the issues at once

Source:
University of Michigan Student Organization Development Center handout
The ability to resolve or manage conflict is one of the most important skills a leader can possess. Conflicts of different degrees arise in everyday situations between leaders and members over both organizational and personal issues.

**STYLES OF CONFLICT MANAGEMENT**

**COMPETING**
Individual pursues his/her interests at another’s expense
- Forms: standing up for one’s rights, defending one’s position or belief, or trying to win

**ACCOMMODATING**
Individual neglects his/her own interests to satisfy another
- Forms: selfless generosity or charity, obeying another when one would prefer not to, or yielding to another’s point of view

**AVOIDING**
Individual does not deal with conflict
- Forms: sidestepping issue, postponing issue until another or better time, or withdrawing from the situation

**COMPROMISING**
Individual seeks to find expedient, mutually acceptable solution which somewhat satisfies both parties' needs
- Forms: splitting the difference, exchanging concessions, or seeking middle ground

**COLLABORATION**
Individual seeks to find a solution which fully satisfies both parties

*Collaboration is the style most recommended for student organizations because it allows both parties to be fully satisfied, it allows for creativity in developing resolution, and it gives participants a sense of accomplishment that they have together resolved the issue without losing anything. Here are possible steps for collaboration:

1) **Determine the nature of the conflict**
   - Is it a philosophical issue [lenience because it’s a Christian organization] or a difference of expectations [all members of the group should determine every decision that the group makes]?

2) **State the real effect the conflict has on you**
   - [If all members get to vote on everything, it will take us a long time to make decisions and some things may not get done since we only meet once a month.]

3) **Listen carefully to the other person**
   - What is the real effect on them? What do they see as the conflict?

4) **Initiate the problem-solving process:**
   - Clarify the issue [What is the real problem/issue at hand?]
   - Discuss each person’s wants and needs
   - Generate a list of all possible solutions [Be creative]
   - Decide together on the solution most acceptable to both parties
   - Discuss how the solution will be implemented
   - Develop a process to evaluate the solution after a specified time
   - Discuss how discrepancies/problems with the solution will be handled