

**QUESTIONS ON**  
**THE EIGHT ESSENTIAL STEPS TO CONFLICT RESOLUTION:**  
**PRESERVING RELATIONSHIPS AT WORK, AT HOME, AND IN**  
**THE COMMUNITY**  
**BY DUDLEY WEEKS**

Chapter 1 – A New View of Conflict

1. What are some dictionary definitions of conflict?
  
2. What words do most people from cultures the world over think of when they think of conflict?
  
3. How do the 3 sample cases, at a company, a school and in the community show ineffective handling of conflict?
  
  
  
  
  
  
  
  
  
  
4. According to the author, is conflict positive or negative in and of itself?
  
  
  
  
  
  
  
  
  
  
5. According to the author, what causes conflict and what is conflict?
  
  
  
  
  
  
  
  
  
  
6. Who decides whether or not a conflict becomes negative?
  
  
  
  
  
  
  
  
  
  
7. How do conflicts serve as opportunities?



## Chapter 2 - Five Popular Approaches to Conflict Resolution

1. What is your response to Case One?
2. What is your response to Case Two?
3. What is your response to Case Three?
4. What is your response to Case Four?
5. What did your tally of responses reflect about your conflict resolution style?
6. Why do you think you responded the way you did to these cases?

## Chapter 3 – Ingredients of Conflict

1. How many basic elements characterize most conflicts?
2. Name these basic elements.

3. What does the author think is the best attitude toward our different perceptions, values, goals, and needs?
4. How can we use differences constructively?
5. Why do people choose to feel threatened by a differing point of view?
6. How could the two co-workers, George and Robert, have better handled their differences?
7. List 4 ways diversity can be of positive value.
8. Why should we try to transform the way conflict is perceived?
9. What are needs?
10. Why does conflict arise over people's needs?

11. What is the difference between needs and desires?
  
12. How does conflict arise over people's perceptions?
  
13. How does conflict arise over perceptions of threat?
  
14. Why do some people become threatened over issues which aren't really threatening?
  
15. Why did Bart perceive Michele as a threat and what effect did this have on their work relationship?
  
16. How does the author define power and what is the usual definition of power?
  
17. How is power and abuse of power a source of conflict?



3. What are the 8 essential steps to conflict resolution?

### **Step I – Create an Effective Atmosphere**

1. How can the atmosphere for effective conflict resolution be improved?

### **Step 2 – Clarify Perceptions**

1. How can perceptions of the conflict be clarified?
2. How can perceptions of the self be clarified?
3. How can perceptions of the other party be clarified?

### **Step 3 – Focus on Individual and Shared Needs**

1. How can we best deal with conflict over personal needs?
2. How can we deal with our conflict partner's needs?
3. How can we meet the needs of the relationship?
4. How can we meet shared needs?

#### **Step 4 – Build Shared Positive Power**

1. What are the characteristics of negative power?
2. What are the characteristics of positive power?
3. What approaches can be used to develop positive self power?
4. What approaches can be used to develop shared power with partner?

#### **Step 5 – Look to the future, Learn from the Past**

1. How does dwelling on the past impede conflict resolution?
2. What can we learn from the past?
3. What positive steps can be taken for present-future?

#### **Step 6 – Generate Options**

1. How can one go about generating options for conflict resolution?

### **Step 7 – Develop “Doables”, the Stepping Stones to Action**

1. What are “doables”?
2. After reading the examples of how “doables” have worked in the sample conflicts, tell about how you have resolved conflict in your life, or how you plan to resolve a present conflict.
3. What are some strategies for using “doables” appropriately?

### **Step 8 – Mutual Benefit Agreements**

1. Why are mutual benefit agreements useful?
2. What do mutual benefit agreements deal with?

### **Appendix A – Dealing with Anger**

1. What is the dictionary definition of anger?

2. How does the author define anger?
3. What are various ways people channel the energy of anger?
4. How can we express anger constructively?
5. What can be done when the other party doesn't acknowledge there's a conflict?
6. What can be done when the other party doesn't want a resolution?
7. How can we best deal with people who always want their way?
8. How can we best deal with conflicts involving injustice?
9. What kinds of conflicts seem to be unsolvable?
10. When should a third-party facilitator be sought?