

Conflict Management

Approach

Reconcile underlying interests

Determine who is right

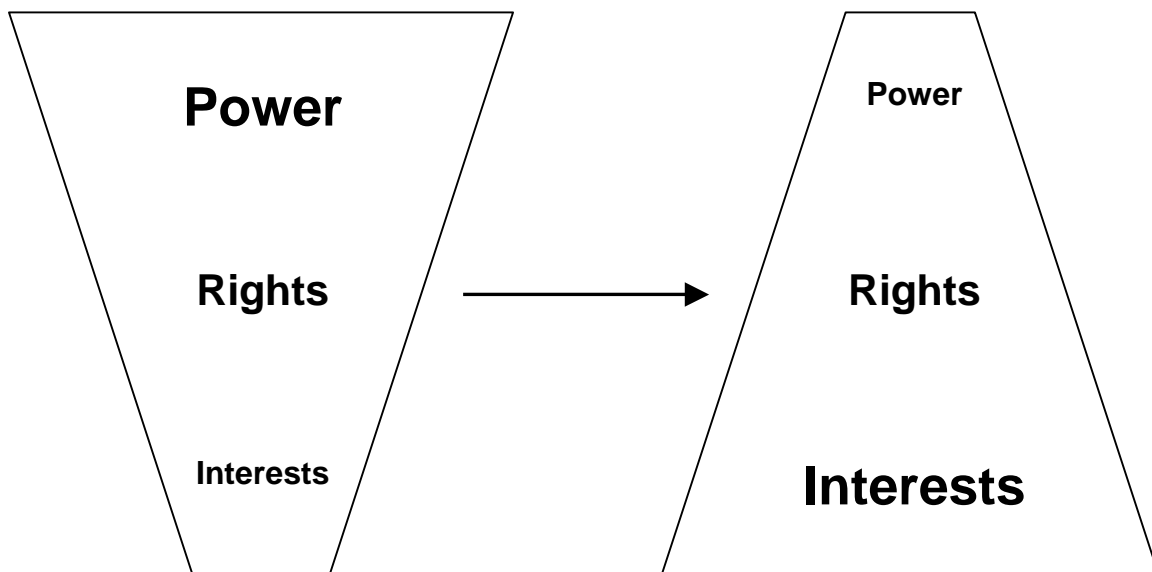
Power

Preferred Tools

Principled, rather than distributive negotiation

Arbitration, rather than litigation

Vote, rather than strike or war



Source: W. L. Ury, Jeanne M. Brett and S. B. Goldberg, *Getting Disputes Resolved – Designing Systems to Cut the Cost of Conflicts*, PON Books, The Program on Negotiation at Harvard Law School, Cambridge (MA); 1993