

conflict handling

sources of conflict

- different perceptions
- different values
- conflicting goals / interests
- power differences
- communication styles

factors for how to handle

- immediacy of problem, priority to get it resolved
- level of what is at stake
- interest in maintaining long-term relationship with other party
- options you have from position of power

choosing styles

- individual preferences
- cultural preferences
- situational preferences

- power distance
- uncertainty avoidance
- long-term orientation
- collectivism

