Barriers to Conflict Management

• **Avoidance:** People tend to have a negative attitude toward conflict and people react to this by secluding themselves and completely removing themselves from situations instead of facing them.

• **Non-assertiveness:** This is another term for being passive.
  - People simply do not say what is on their minds and they either let other people tell them what to do or will not allow others to speak their minds.

• **Misanalysis:** Failing to successfully identify what the actual conflict is leads to poor management of the conflict.
  - Not being able to discover whose conflict it is also leads to miscommunication.
  - This does not mean placing blame on someone but figuring out who the conflict is between.

• **Escalation:** This is also known as aggressiveness.
  - Suddenly putting up defensive walls and becoming angry only escalates the conflict.
  - Becoming aggressive can have disastrous effects on the people involved in the conflict.

• **Dirty Fighting:** This is the worst type of barrier to any conflict.
This type of barrier can include actions like verbally attacking the other party, bringing up past experiences, or destroying rational communication altogether.

- **Competing:** When people engage in conflict, egos and cooperation go awry.
  - Both parties believe that the other party is out to get them and they lose all hope of communicating effectively.
  - Rather than collaborating for a “win-win” situation, people will compromise for a “win-lose” situation ultimately causing everyone to lose.