

# The Conflict Management Continuum

The conflict management continuum is a useful tool for organizations or individuals that are considering how they want to respond to a conflict, or to start a conversation about how to respond to conflict before it happens.

Essentially, this tool demonstrates that proactive conflict resolution (like talking directly to each other, listening carefully, and improving our own conflict skills) take less time and money and can result in solutions that are much more likely to meet the actual needs of the people involved in the conflict. When we start moving towards more reactive conflict strategies, the options available become more expensive, draining, and often traumatic, and the resolutions they can offer are usually less satisfying for the people who are impacted.

This tool was created by the Centre for Community Organizations (COCO)  
[www.coco-net.org](http://www.coco-net.org)



### **Proactive Conflict Resolution:**

Requires less energy, time, and resources.  
Solutions are closer to original experience of conflict.  
Potential for trauma is lower.

#### **Conflict Prevention / Capacity Building**

Anti-Oppression Training and Practice  
Direct Communication & Active Listening  
Organizational Planning & Team Building



#### **Individual Conflict Resolution**

Interest-based Approach to Conflict  
Direct Interpersonal Dialogue  
Explore all Operational / Logistical Solutions

#### **Collective Conflict Resolution**

Internal Group Conflict Resolution Process  
Formal and Informal Mediation  
May draw on external mediator  
May use conflict 'point people'



#### **Collective Complaints Resolution**

Internal Complaints Resolution Processes  
Internal Negotiation Processes  
Other Internal Arbitration Process

#### **External Complaints Resolution**

Police and Criminal Law  
Courts and Civil Law  
Legal Mediation / Negotiation  
Community / Alternative Arbitration



### **Reactive Conflict Resolution:**

Requires lots of energy, time, and resources.  
Solutions are distant from original experience of conflict.  
Potential for trauma is higher.



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