

Academic Update: Review of Scholarly Research into Conflict Resolution

Kristen Foltz, Esq.

Stephen Kromka, Ph.D.

The University of Tampa

Overview

- Family Conflict Communication
- Organizational Conflict Communication
- Third-Party Intervention Communication
- Negotiation Strategies



Family Conflict Communication

- Destructive: Silent Treatment (ST)
- ST -R to one's own Self-esteem & Parent Relationship Satisfaction
- Child ST Use +R to Parent ST Use
- Take-Away: Children model Negative Parent Conflict Behaviors

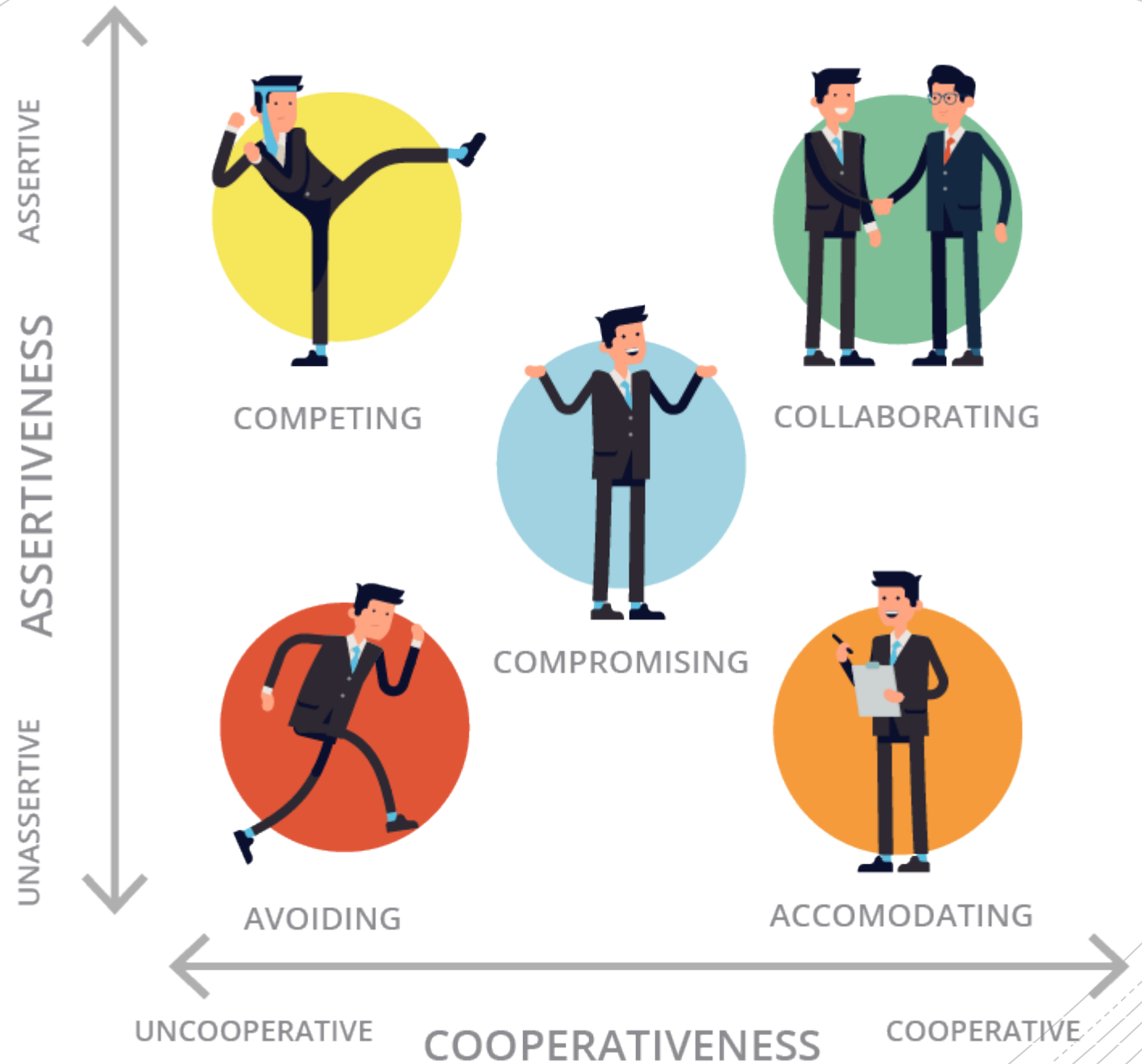


Family Conflict Communication

- Constructive: Parental Hope Communication (PHC)
- PHC +R to Constructive Conflict Communication
- Predicted Constructive Behaviors Over Time
- Take-Away: Parents Build Positive Conflict Behaviors



5 Conflict Styles



Organizational Conflict Communication

- Gender & Generational Differences in Conflict Styles
- Females use more noncompetitive strategies
- Take-Away: workers use different styles over time; gender influences the style used



The background features a series of concentric circles in light gray, some solid and some dashed, creating a ripple effect. A large, solid red speech bubble is centered on the page, pointing downwards.

Emotional Intelligence Activity

Emotional Intelligence Components

	Recognition	Regulation
Personal Competence	Self-Awareness <ul style="list-style-type: none">• Self-confidence• Awareness of your emotional state• Recognizing how your behavior impacts others• Paying attention to how others influence your emotional state	Self-Management <ul style="list-style-type: none">• Keeping disruptive emotions and impulses in check• Acting in congruence with your values• Handling change flexibly• Pursuing goals and opportunities despite obstacles and setbacks
Social Competence	Social Awareness <ul style="list-style-type: none">• Picking up on the mood in the room• Caring what others are going through• Hearing what the other person is “really” saying	Relationship Management <ul style="list-style-type: none">• Getting along well with others• Handling conflict effectively• Clearly expressing ideas/information• Using sensitivity to another person’s feeling (empathy) to manage interactions successfully

Organizational Conflict Communication

- Cultural Differences Affect Conflict Styles Through Emotional Intelligence
- Take-Away: EI is influenced by your cultural background; both culture and EI influence your preferred conflict style

The 4 quadrants of emotional intelligence



Self-awareness



Self-management



Social awareness



Relationship management

Third-Party Intervention Communication

- 40 years of victim-offender mediation study
- Take-Away:
 - More satisfaction
 - More psychosocial benefits
 - More agreements are fulfilled
 - More apologies
 - Less recidivism
 - Less expensive
 - Less criminal justice system

Negotiation Activity



Negotiation Communication

- The Effect of Sharing One's Best Alternative To a Negotiated Agreement (BATNA)
- Sharing BATNA led to the Buyer settling for *higher* prices
- Take-Away: Buyers should keep their BATNA to themselves



Overall

- Highlighted research in family, org, 3rd party, and negotiation
- Reminder that scholars are actively working in the field
- Update yourself
 - Public library
 - Open access journals and browser extensions
 - Google Scholar
 - Write to the author
 - Contact local university



Time for Q/A



Thank you!

kafoltz@ut.edu
skromk@ut.edu