

Dealing with conflicts:

If conflicts are characterised by the incompatibility of actors' interests as well as by the efforts of each actor to employ certain modes of behaviour in order to achieve her/his aim, and if each party to a conflict perceives the other(s) as hindering her/his achievement of her/his aim, we can describe three basic components of every conflict, which allow us to formulate different explanations of a conflict's genesis as well as different prescriptions for its handling/management/resolution:

- the conflict situation
- the conflict behaviour
- the conflict attitude.

Fig. The Conflict Triangle

