

# THREE STRATEGIES FOR HANDLING CONFLICT

*David E. Hartl*

## COLLABORATIVE / HUMAN RELATIONS

*Win – Win*

[Strategies “above the line” may permit continuing trust.]

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[Strategies “below the line” usually evoke a loss of trust.]

## LOGICAL / ARGUMENTATIVE

*Win – Lose*

## POWER / COERCIVE

*Lose -- Lose*

### **Key considerations:**

**What are your primary values about people, trust, winning, losing?  
Will you ever again want to engage in a relationship with those in conflict?  
How much power do you have and how will you use it?  
Can you get back to forming an agreement “above the line”?**

Adapted from “General Strategies for Effecting Changes in Human Systems,” by Robert Chin and Kenneth D. Benne in *The Planning of Change, Third Edition*, (New York: Holt: Rinehart and Winston, 1976), pp. 22-45, and from personal conversations and graduate classes with Drs. Chin and Benne.