



# Dialog and Resolve LLC

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## Five Disagreement/Conflict Processes © 2022-07-31

**Orange Belt Question:** What are the five Disagreement/Conflict Processes?

**Orange Belt Succinct Answer:**

Avoid, Accommodate, Compromise, Compete, Collaborate.

**Why These Principles Are Important:**

- Most people are stuck in a rut of using one process for every situation, which is like a carpenter only using a hammer to build a house. For me to be skillful, I need to be able to determine and use the best Process for each situation.
- [Free Video 5, 0:33-0:55 & 9:36-9:49](#)
- [Muddling Along or Unity: Confessions of a Recovering Jerk, pp. 114-115](#)

**Explanations of the Orange Belt Succinct Answer:**

- See Chart on pg. 2
- Dialog Dojo draws on the research of the [Thomas-Kilmann Conflict Mode Instrument](#), which called these “Conflict Styles.” Dialog Dojo renames them “Disagreement/Conflict Processes” for two reasons:
  - “Processes” fits the “P” in the TRIPS acronym.
  - Thomas and Kilmann did not differentiate between disagreement and conflict.

Dialog Dojo differentiates:

- Disagreement - n. A key component of effective team performance. Requires participants to control adrenaline and effectively use their training.
  - Conflict - n. A key component of team destruction. Happens when participants give in to adrenaline fight/flight and revert to natural untrained skills.
- [Free Video 2, 6:44-6:59 \(A Level of TRIPS\)](#)
  - [Free Video 5, 0:56-9:52](#)
  - [Muddling Along or Unity: Confessions of a Recovering Jerk, pp. 116-121](#)

**Illustrations of the Principles:**

- [Free Video 5, 8:46-9:37 \(IC = Intensive Care\)](#)
- [Muddling Along or Unity: Confessions of a Recovering Jerk, pp. 129-130 \(Drill Sergeant\)](#)



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## Disagreement/Conflict Processes

