

# tools of the trade

**Managing Conflict** *Managing Conflict: How to Make Conflict Work for You (F-128). Santa Monica, California: Salenger Educational Media. Film (color), 15 minutes. \$100 for 10-day rental. \$395 purchase.*

This film identifies and illustrates the five basic ways of dealing with competition and analyzes these in terms of their

advantages and disadvantages. Interesting vignettes illustrate competition, accommodation, avoidance, compromise, and collaboration as conflict management strategies.

This is a very basic film on conflict management and *does not* present the conflict cycle. A simple conflict resolution model is included in the leader's guide. The learning package also includes a set of 25 participant worksheets and suggestions for using the film in a 2-hour program.