

# Conflict Resolution: An Introductory Text

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## Errata

### Page 6

Replace the last two paragraphs with the following:

In our view, the major problem with Coser's definition is that it confounds the use of conflict resolution procedures such as struggle with conflict itself. In our approach, conflict is defined in terms of mutually hostile feelings, and struggle—"the intentional use of negative sanctions or punitive behaviours"—is defined as a conflict resolution procedure.

### Page 9

Replace the middle paragraph with the following:

With these thoughts in mind, we propose the following definition of conflict: a conflict relationship is a relationship characterized by mutual feelings of hostility instigated by perceptions of incompatible goals, scarce resources, and interference from others in achieving these goals. Here conflict *refers to a relationship in which divergences create feelings of anger, hostility, or frustration that the parties attempt to reduce or eliminate through action, interaction, or avoidance.* Our definition integrates objective interaction and subjective feelings definitions.

### Page 62

In line 2, replace "increased child support" with "maintain single-parent family."

### Page 162

Under the heading "Moore's Power-Balancing Interventions," in point 3 replace "weaker party" with "stronger party."

### Page 185

In the paragraph beginning "According to Gudykunst and Ting-Toomey (1988)," in lines 4 and 9 replace "high-context communication styles" with "low-context communication styles."