

Basic Conflict Resolution Model

Facts	Goals	Methods	Values
Rational (Logical)	Logical/Emotional	Emotional/Logical	Emotional
Relatively easy to resolve	Somewhat difficult to resolve	Difficult to resolve	Very difficult to resolve
Can use facts	Can mostly use facts	Can somewhat use facts	Cannot use facts
Low emotional investment	Some emotional investment	High emotional investment	Very high emotional investment
Agreed upon reference sources	Some agreed upon reference sources	Few agreed upon reference sources	No agreed upon reference sources
The "whats"	The "whens"	The "ways"	The "whys"
Disagreement over facts versus assumptions	Disagreement over the order in which things are done, not what is to be done	Disagreement over how things are done	Disagreement over why things are done
ROY G BIV is a way to indicate the colors of the rainbow	Get an education/get a job/get married	Toilet paper should unroll from the top	You should never lie.