



# CONFLICT SPIRAL

**ESCALATION** (These steps are not necessarily sequential. They can occur at the same time, or in a different order, or some steps could be skipped.)

## Hostility

(Don't want anything to do with the person; violence may occur)

## Lack of Trust

(Perceive of the person and their actions in a negative light)

## Exaggerated Reactions

(React negatively to anything other person does)

## Indirect Communications

(Negatively talk about the person with others; negative interaction with person)

## Specific Issue to General Issues

(Get mad at the person for everything they do, not just because of the disagreement)

## Person = Problem

(Begin to focus on the person as the reason for your anger, not the disagreement)

## Disagreement

As a conflict occurs, many of the ways people communicate and act ends up escalating it. Making demands and judgements, placing blame, and physically hurting one another are actions that cause people to respond in similar ways, often even more destructively. The result is that the conflict spirals out of control, unless someone takes active steps to resolve the conflict in a positive way.