

# CONFLICT & DISPUTE RESOLUTION

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## Contentious Tactics

| Tactic                             | What is it?   | Advantages  | Problems  |
|------------------------------------|---|---|---|
| Light Tactics                      |   |   |   |
| 1. Ingratiation:                   | Ingratiation is a light contentious tactic where Party tries to make itself more attractive to Other, so that Party can then use Other to get what it wants. The emphasis here is on the combination of charm and guile.<br><br>Examples of this tactic include giving compliments, doing favors, conforming with the Other's social/cultural group, and positive self-presentation to Other. | Ingratiation can get Party what they want without Other realizing it.<br><br>Ingratiation also works well when Party has more power than Other. | This process may go badly if Other becomes aware of what is really going on and feels insulted and exploited by Party.<br><br>Ingratiation is less likely to work if Other has more power than Party. |
| 2. Promises [and Recommendations]: |   |   |   |

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## Contentious Tactics (Continued)

| Tactic         | What is it?                  | Advantages | Problems |
|----------------|------------------------------|------------|----------|
| Medium Tactics |                              |            |          |
|                | 1. Persuasive Argumentation: |            |          |
|                | 2. Shaming:                  |            |          |
|                | 3. Nonviolent Resistance:    |            |          |
|                | 4. Tit-For-Tat:              |            |          |

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## Contentious Tactics (Continued)

| Tactic                     | What is it? | Advantages | Problems |
|----------------------------|-------------|------------|----------|
| Heavy Tactics              |             |            |          |
| 1. Threats [and Warnings]: |             |            |          |
| 2. Coercive Commitments:   |             |            |          |
| 3. Violence:               |             |            |          |