Communicating About Interpersonal Conflict: Does It Really Help?

Featured Speaker:
Michael Roloff
Professor, School of Communication, Northwestern University
& NCA Distinguished Scholar

Moderator:
Melissa Anderson, Coordinator for Research & Educational Initiatives
National Communication Association

Friday, November 6th, 2009
12:00pm Eastern time
What I have learned about interpersonal conflict?

• First, never assume that because you do not argue with another person about an issue that you actually agree.

• Second, if a disagreement emerges, what you do not do matters as much as what you do.

• Third, simply because parties quit talking does not mean that an argument is over.

• Fourth, despite continued efforts to manage a conflict, some disagreements are intractable and may result in serial arguing.

• Fifth, when arguments become serial, individuals can fall prey to repetitive patterns of communication that are predictable and dysfunctional.
What I have learned about interpersonal conflict?

• Sixth, serial arguing is not harmful to relational quality as long as one remains confident that progress is being made toward resolution and that the problem will eventually be resolved.

• Seventh, when serial arguments cannot be resolved, one can silently declare them taboo until it is necessary and/or safe to revisit them.

• Eighth, serial arguing not only influences relational quality, but can be stressful and reduce one’s physical well being.

• Finally, pick your battles, within limits accept that which you cannot change, and if you cannot accept disagreement, consider terminating the relationship.
2009-2010 CARD Calls Registration Form for NCA Members

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  Robert Asen, Associate Professor, University of Wisconsin-Madison; H.L. Goodall, Jr., Professor, The Hugh Downs School of Human Communication, Arizona State University; and Howard Silver, Executive Director, Consortium of Social Science Associations
  Tuesday, January 19, 2010—1:00pm Eastern

- **Research Presentation- TBD**
  Stephen Lucas, Professor, Department of Communication Arts, Evjue-Bascom Professor in the Humanities, University of Wisconsin, Madison & NCA Distinguished Scholar
  Thursday, February 18, 2010—2:00pm Eastern

- **Service Learning in Communication**
  Jimmie Manning, Assistant Professor and Graduate Program Director of Communication, College of Informatics, Northern Kentucky University; Jamey Piland, Associate Professor, Communication, Trinity (Washington) University; Toni Whitfield, Associate Professor, Communication Studies, James Madison University; and Michael Woeste, Associate Professor, Communication, University of Cincinnati
  Friday, March 19, 2010—3:00pm Eastern

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  Edward Schiappa, Paul W. Frenzel Chair in Liberal Arts & Department Chair, Department of Communication Studies, University of Minnesota & NCA Distinguished Scholar
  Monday, April 12, 2010—12:00pm Eastern

- **Current Trends in Higher Education for Communication**
  Diana Carlin, Professor, Communication Studies Department, University of Kansas; William Eadie, Professor, Journalism & Media Studies, San Diego State University; and Scott Jaschik, Editor, Inside Higher Education
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