



Qatar Institute for Intercultural Communication

Education City – Doha – Qatar



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G. Intercultural Conflict Styles

All of us who function in intercultural contexts soon come to realize that approaches for handling conflict differ greatly across cultures. Whatever inspires the conflict, the process we use for resolving it frequently seems to make it even more uncomfortable. For instance, while some cultures prefer the direct style, we may be surprised that others consider this offensive and counter-productive. Many of us are familiar with how to resolve conflict in our own culture, but we rarely have the opportunity to explore styles of conflict used across cultures. In this workshop, we will identify our own conflict style preferences and learn how cultural differences in styles can intensify conflicts. We will discuss how understanding conflict styles can be used to minimize conflict and suggest effective approaches not only to recognizing these differences, but also bridging the gap.



Dr. Donna M. Stringer is a cross-cultural consultant. She was founder and president for 27 years of a successful organization development company specializing in cross-cultural issues, located in Seattle. A social psychologist with over 40 years' experience as a manager, teacher, researcher, and writer, Donna specializes in cross-cultural instructional design, cross-cultural communication and value systems, team building, and culture change strategies for organizations in the U.S., Asia, Latin America, and Europe. She has co-authored three books: *52 Activities for Exploring Values Differences*, *52 Activities for Improving Cross-Cultural Communication*, and *52 Activities for Successful International Relocation*. She has written articles on preparing the next generation of diversity trainers for the 2007 Pfeiffer Annual Training Series and on preparing global leaders for the 2012 Pfeiffer Annual Training Series. Her most recent publications include a chapter on *Diversity and Inclusion* for the *Multicultural America Encyclopedia* and chapters on *Generational Diversity* and *Global Diversity Management* for the *Encyclopedia of Intercultural Competence*. Donna currently lives and works as a solo practitioner in Seattle.