Conflict Resolution

Lanisha Johnson

Ashford University

COMM 200

January 27, 2020

 Conflict refers to a situation that is unavoidable where a close relationship is involved, and in this case, negative emotions are elicited.Usually, it is very difficult to wish away someone you are in conflict with, and therefore, pressure can eventually build-up, leading to outbursts. However, conflicts are not always unproductive. In the movie 'Frozen,' Elsa is avoiding her sister Anna. Elsa locks herself in the room and does not want to come out to play with her sister. The interpersonal conflict here plays in. Elsa thinks that by avoiding her sister, everything would go away. This is both physical and emotional, with one withdrawing from the other.This avoidance brings about a lack of empathy for the two sisters.

 “Do you wanna build a snowman?" shows Elsa and Anna growing independently, and they are both lonely and feeling all alone. Had the two not have conflicted, then Anna should have given her sister a shoulder to lean on. This explains why Elsa ran away, yet she knew the same was the coronation day. To solve the problem, they had a technical mediation that did not involve physical contact.Although Anna was determined to have the relationship mended, Elsa only responded with a "no."

 The problem was not handled in the right procedure and techniques of conflict resolution. Basic steps like allowing each other to share their feeling of the conflict towards each other avoided ought to have been. These steps were ignored, and therefore, the best relationship between the sisters was hard to build, as seen when Elsa ignores Anna's attempt to mend their relationships. The death of their parents at tender ages should not have drifted them apart but rather brought them together. Elsa had several options to solve their relationship issue, but she chose not to fix any of the problems.

 Elsa employed the method of avoidance by locking herself in the room to avoid playing with Anna, and this further worsened the relationship between the two. They believe by Elsa that this avoidance would work towards solving their conflict did not work, and this only worked towards draining her sister physically and emotionally. This avoidance gave a signal of lack of empathy and a lack of feelings for her sister(Bevan, 2010).On the other hand, Anna employed a compromise by reaching out to her sister. This was, however, this met with a lot of resistance from her sister. This, too, did not work with them as it is clear that Elsa behaved cold and bitter. This is shown when she runs away during what was supposed to be her coronation. Although this was a kind of mediated communication, it proved very hard. Avoidance took a toll on the two strategies, and at the end of the day, a solution was not forthcoming.

 A method that could have fixed this conflict was through social support(Du Pre, 2009). Elsa could have sought Anna’s magical powers for support in an attempt to mend their already broken relationship. Through this social support, the two would have been able to share information, sharing their challenges, and in the long run, solved each other’s issues. The second approach to their problem would have been employing the facilitation of support, which would break the communication barriers they were facing(Albrecht & Goldsmith 2003). This would address the challenge of handling the magical hands and ways of handling them or avoiding them altogether. This could also have been coupled with nurturing support, which would see the put focus on helping each other to feel loved. This would mean Anna would express herself to the sister in a constructive manner, and this would assist each one of them to handle the other with care.

**References**

Albrecht, T. L., & Goldsmith, D. J. (2003). Social support, social networks, and health. In T. L. Thompson, A. Dorsey, R. Parrott, & K. Miller (Eds.), *Handbook of health communication* (pp. 263–284). Mahwah, NJ: Erlbaum. Bevan, J. L., & Sole, K. (2014). [*Making connections: Understanding interpersonal communication*](http://outboundsso.next.ecollege.com/default/launch.ed?ssoType=CDMS&redirectUrl=https://content.ashford.edu/ssologin?bookcode=AUCOM200.14.1) (2nd ed.) [Electronic version]. Retrieved from <https://content.ashford.edu/>

Bevan, J. L. (2010). Serial argument goals and conflict strategies: A comparison between romantic partners and family members. Communication Reports, 23(1), 52-64.

Du Pré, A. (2009). *Communicating about health: Current issues and perspectives*(3rd ed.). Oxford, UK: Oxford University Press.