



BACKGROUND

Glasl's Stages of Conflict Escalation was proposed by Friedrich Glasl in 1997. The model demonstrates different stages of conflict escalation. Glasl proposed that conflict management strategies should be based on the stage of the conflict.

The model is composed of 9 stages of conflict escalation: tension, debate, actions instead of words, coalitions, loss of face, threat strategies, limited destruction, total annihilation, and together into the abyss. The stages are further grouped into three levels. At Level 1 "win-win" (Stages 1-3) resolution of conflict can still end as a win for both parties involved. Once the conflict escalates to Level 2 "win-lose" (Stages 4-6) one party must lose while the other wins. If the conflict escalates to Level 3 "lose-lose" (Stages 7-9) then both parties lose.

PURPOSE

We discuss Glasl's Stages of Conflict Escalation. We assess the utilization of the model in the radiology department to reduce and resolve conflicts.

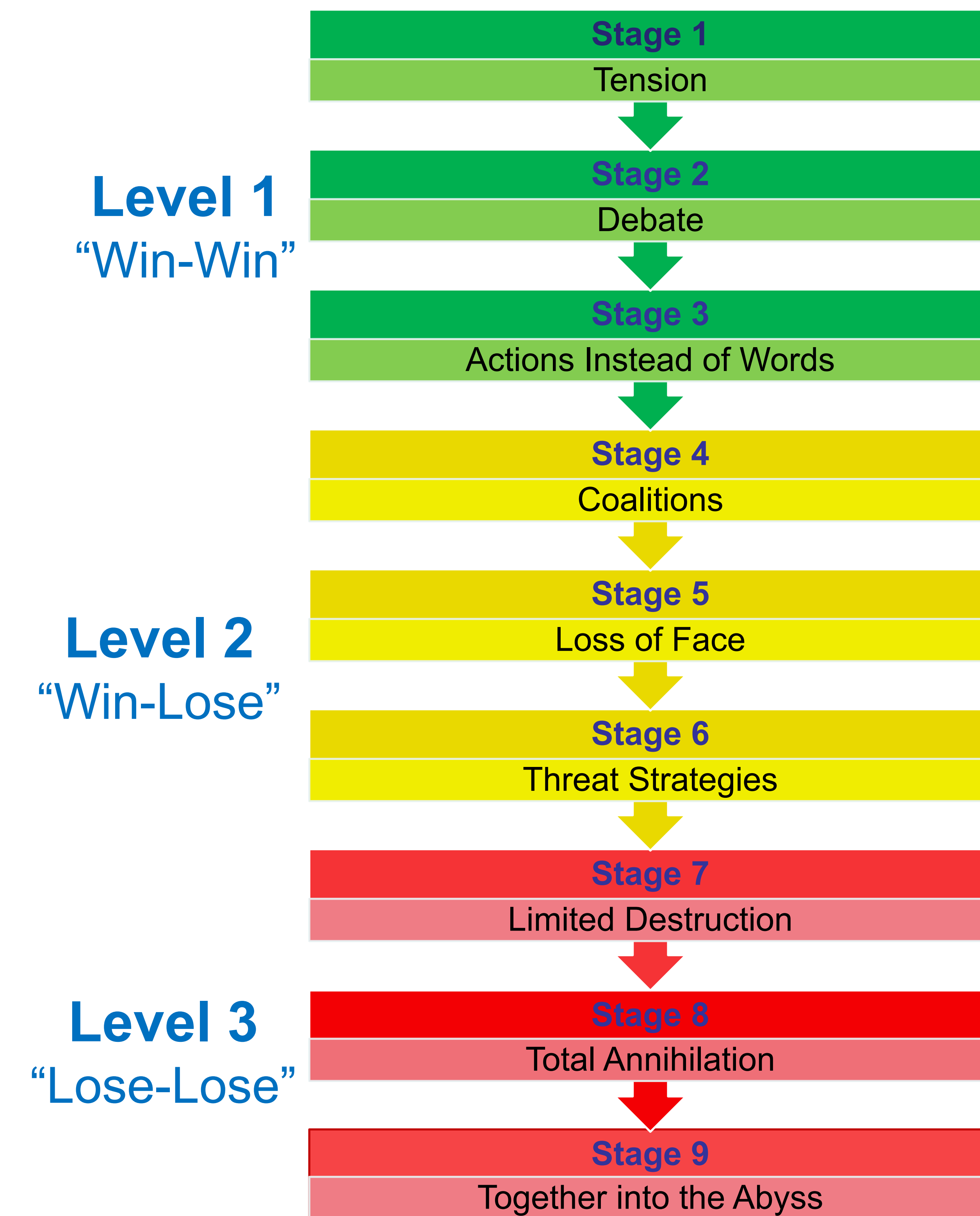
METHODS

The model can be used to assess stages of a conflict and help determine the appropriate next steps to avoid further prevent escalation of conflict.

We discuss how understanding these stages can help understand violent encounters and to help respond and prevent escalation and de-escalate.

RESULTS

Fig 1. Glasl's Stages of Conflict Escalation



Stage 1: Tension

As tension increases there is often a difference in opinions. The differences can usually be resolved through a discussion.

Stage 2: Debate

Hope of possible resolution decreases. Discussions become dictated by emotions rather than rational arguments

Stage 3: Actions Instead of Words

Focus on actions instead of discussions. Both parties deny responsibility for the escalation of conflict.

Stage 4: Coalitions

There can now only be one winner. The conflict is no longer focused on the original issue rather on winning. Each side seek support from others, focus is on taking down the other side while preserving one's own reputation.

RESULTS CONTINUED

Stage 5: Loss of Face

Both parties engage in retaliatory acts which isolates them from those not involved in the conflict.

Stage 6: Threat Strategies

Parties resort to threatening actions to damage the other side. The parties begin to disintegrate.

Stage 7 Limited Destruction

There can no longer be any winner. The threats are now put into action. Retaliation may lead to limited self destruction in order to cause greater destruction to their opponent.

Stage 8: Total Annihilation

Attacks continue with the goal of destroying other side. Parties' actions are restrained by concern of complete self destruction.

Stage 9: Together into the Abyss

Resolution is no longer possible. People drag the opponent down even if it involves self destruction.

Glasl's stages of conflict escalation can be used in the radiology workplace in order to help recognize arising conflict. It is necessary to identify the stage of the conflict in order to implement effective conflict resolution methods.

CONCLUSIONS

Glasl's Stages of Conflict Escalation is a method that can be utilized in the radiology workplace to help reduce and prevent conflicts. An understanding of the concepts can help in preventing violent encounters in the radiology department.

REFERENCES

- Glasl, F. (1982). The Process of Conflict Escalation and Roles of Third Parties. In: Bomers, G.B.J., Peterson, R.B. (eds) Conflict Management and Industrial Relations. Springer, Dordrecht. https://doi.org/10.1007/978-94-017-1132-6_6
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