

Glasl's Stages of Conflict Escalation

Conflict is normal. It becomes a problem if it spirals out of control. Friedrich Glasl's model can help you figure out, what stage each conflict party is on and what type of involvement might help. The model applies to all kinds of conflicts such as fights at work, divorce, and wars.

WIN-WIN
Facilitation

Tension

Conflict isn't voiced at this stage as it's often not recognized as conflict yet.

Mostly
Factual

Debate

Parties start to talk, trying to convince each other. Black and white thinking.

Parties can still name good qualities of the opponent

Actions replace words

No more discussions. Actions underline each parties' stance. Empathy shrinks.

WIN-LOSE
Mediation

Coalitions

Parties look for supporters. Original issue became unimportant. It's about winning now.

At this level conflict is about the relationship

Loss of face

Opponents are disparaged, including exaggerations and lies.

Threats

Parties try to gain control with threats.

LOSE-LOSE
Forcible Intervention

Opponents not seen as human. Damage them!
Own losses okay if they lose more.

Limited destruction

Opponents and their supporters are annihilated with all means.

Annihilation

Personal annihilation acceptable as long as oppenents go down too.

Abyss

WALL-
SKILLS



Model created by Friedrich Glasl

Designed by Wall-Skills.com - Level up, 1 page at a time