

Differences in Conflict Resolution and Social Interaction Based on the Big Five Personality Traits

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Abstract: Socializing is an essential part of people's daily lives, but because of the large population in the world, people with different personalities have different ways of getting along. This leads to a lot of people face a lot of communication problems when socializing, resulting in conflict. This paper analyzes the Big Five personalities and discusses their differences in conflict resolution and social interaction. Openness, conscientiousness, and extroversion positively correlate with cooperative conflict management, while neuroticism shows a negative correlation. Agreeableness and neuroticism positively correlate with submissive conflict management, whereas conscientiousness and extroversion correlate negatively. Openness and agreeableness are negatively correlated with competitive conflict management. At the social level, conscientiousness, agreeableness, and neuroticism positively correlate with social continuity, while extroversion correlates negatively. Initiative positively correlates with extroversion and negatively with neuroticism. Openness and agreeableness negatively correlate with competition; openness correlates positively with creativity, while conscientiousness negatively correlates with compatibility. This paper suggests that individuals adopt corresponding ways to get along with others according to different personality traits in future social interactions to alleviate conflicts. This study links the personality with common problems in life, making them better integrated into daily life, helping to promote interpersonal communication and alleviate interpersonal conflicts.

1 INTRODUCTION

In human society, conflict and social interaction are unavoidable aspects of behavior. Whether in the workplace, family, or other interpersonal relationships, the strategies individuals use to resolve conflicts and the behavioral patterns they exhibit in social interactions significantly influence their social functioning and mental health. In recent years, an increasing number of young people have encountered difficulties in socializing, often opting for online communication over face-to-face interactions (Wang, 2023). This shift not only diminishes their offline social skills but also heightens the likelihood of conflicts during in-person interactions.

Even before the rise of Internet-based communication, the prevalence of conflict did not notably decrease. Behavioral differences among individuals in similar situations have always existed. These differences are shaped not only by the complexity of external circumstances but also by the individual's inherent personality traits. Widely recognized in psychology, the Big Five personality

model categorizes personality into five dimensions: openness, conscientiousness, extroversion, agreeableness, and neuroticism (An et al., 2017). This model offers a robust theoretical framework for understanding behavioral variations across individuals.

For example, when a person with high extroversion, meet a person with high neuroticism. Their social styles are so different that it is difficult not to have conflicts. How can he, who always do things his own way, perfectly avoid all the other's sensitive nerves? This kind of situation occurs frequently in daily life, and it also brings about many social conflicts. Especially in public places such as schools and hospitals, once a conflict occurs, it will be difficult to end it. Therefore, administrators of many public places will try their best to avoid conflicts.

This article studies the differences in conflict resolution and social interaction among the Big Five personalities, and cites examples of different personalities' coping methods and ways of getting

along, thereby increasing cognition and reducing social conflicts.

2 BIG FIVE PERSONALITY TRAITS

The Big Five personality model, also known as the five personality trait model, is one of the important theoretical frameworks used in modern psychology to describe human personality

2.1 Openness to Experience

Openness emphasizes imagination and insight. People with high openness tend to have a strong interest in the world and society, are obsessed with exploration, and crave new things. On the contrary, people with low openness tend to be more traditional in thinking, have a certain resistance to new things, and are not good at abstract thinking (Cherry). For people with high openness, they may be more inclined to choose cooperative conflict management to meet their innovation and learning needs

2.2 Conscientiousness

Conscientiousness focuses more on self-control, diligence, responsibility and reliability. Whether you are conscientious determines whether you can succeed (Lian, 2017). People with high conscientiousness are good at self-regulation. They are often well-organized, have clear goals, are used to thinking carefully and are firm in their decisions. On the other hand, people with low conscientiousness tend to be at a loss and have vague goals (Friedman et al., 1993). Discussing ways to deal with conflict together can help high conscientiousness people meet their responsibility and pursuit of perfection.

2.3 Extroversion

The defining factor of an extroverted personality is whether or not your behavior is expressive. People with high extroversion tend to be more talkative and social. They tend to be very warm and friendly. To outsiders, they sometimes appear to be pushy and unable to be alone (Cherry). People with low extroversion tend to be more solitary and more self-centered. Many people with low extroversion have high openness and wild imaginations. Extroverts are good at expressing their own ideas, and can better

exchange ideas and take care of the needs of both parties in collaborative discussions.

2.4 Agreeableness

Agreeableness refers to empathy and the tendency to cooperate with others. People with high agreeableness are more compassionate, able to understand and empathize with others (Shildibekov, 2024). They support others and want to be supported by others. People with low agreeableness tend to be more competitive and aggressive and are often unwilling to cooperate with others.

2.5 Neuroticism

Neuroticism is a core personality trait characterized by emotional instability, heightened anxiety, self-doubt, depression, and other negative emotions. Like other personality traits, it exists on a spectrum. Individuals with high levels of neuroticism are easily stimulated and may struggle to calm down after becoming upset (Cuncic, 2023). In contrast, those with low levels of neuroticism tend to be more emotionally stable and exhibit strong self-regulation skills.

3 CONFLICT RESOLUTION

Conflict is a struggle that arises when there are differences in opinions and interests. It is an inevitable problem in social situations. Therefore, it is particularly important to understand how to deal with and resolve conflicts. In daily life, there are five ways to deal with conflicts, including avoidance, competition, tolerance, cooperation, and compromise (Herrity, 2024).

3.1 Avoidance

Although conflict avoidance is a particularly common behavior, it can damage interpersonal relationships and hinder personal growth. Conflict avoidance is a subconscious psychological reaction when facing conflict, which refers to avoiding and covering up problems (NeuroLaunch.com, 2024). The main reason for its occurrence is closely related to avoidant attachment. Children are often ignored, suppressed or controlled in their families and environments, which will lead them to show behaviors and thoughts of avoiding problems to protect themselves (Vzaichenko, 2023).

3.2 Competition

Competition, also known as competitive conflict management style, refers to the use of competition to win and resolve conflicts. It is usually manifested as self-confidence and unwillingness to cooperate. Generally speaking, people with this style are unwilling to consider other people's opinions. They prefer direct and effective communication. They are also often better at protecting personal rights and solving key problems. Not only that, they are also likely to be overconfident and ultimately fail (Seo, 2024).

3.3 Tolerance

Inclusion, also known as inclusive conflict management style, means trying to meet other people's conditions and yielding to others as much as possible. However, this is actually a sign of resolving conflicts. Supporting other people's plans is equivalent to giving respect and is the best way to solve problems in the short term. Although this style may seem like you are losing your advantage, it is actually helping you build connections (Pollack, 2024).

3.4 Cooperation

Collaborative conflict management is about easing conflicts and unifying different viewpoints through collaborative communication (Admin, 2024). This approach can minimize the negative impact of conflicts and resolve them in a more peaceful way, while also improving the credibility of the parties involved. However, this approach also takes longer because it requires reaching agreement on viewpoints.

3.5 Compromise

Compromise conflict management means that the conflicting parties reach an agreement to resolve the problem in a fair way. Unlike cooperative conflict management, this approach is faster (Pollack, 2024). When dealing with conflicts, this approach helps to promote mutual respect and cooperation, and bring the two parties closer together. Since the conflicting parties need to reach a consensus and make trade-offs, if one party is unwilling to give up its own rights and interests, the conflict cannot be resolved.

4 DIFFERENCES IN CONFLICT RESOLUTION STYLES AMONG THE BIG FIVE PERSONALITY TYPES

People with different personality traits have different cognitive and behavioral patterns, but no matter what kind of personality, conflicts cannot be avoided. When dealing with conflicts, what solutions will they choose? How will people with different personality traits differ in the methods they choose? This article analyzes the characteristics of different personality traits and the conditions required for the methods of dealing with conflicts, and draws the following results:

4.1 Openness to Experience

People with high openness have a lot of creativity and imagination, which means they also have strong self-reflection (Chen & Liu, 2024). They know their needs clearly, are willing to accept other people's opinions, and create new solutions to ensure that both parties' interests are balanced. Therefore, people with high openness are more suitable for cooperative conflict management to better show their personality. People with low openness are more conservative than those with high openness, which means they often question new ideas and are unwilling to try new things. As a result, people with low openness will stick to their original ideas and ignore other people's opinions. Studies have shown that competitive conflict management is negatively correlated with openness (Wang, 2024). The less open people are, the more likely they are to choose competitive conflict management to resolve conflicts.

4.2 Conscientiousness

Conscientiousness is positively correlated with cooperative conflict management and negatively correlated with avoidant conflict management (Douding). People with higher conscientiousness are more likely to choose cooperative conflict management when encountering conflicts. They are very persistent in their goals, so they will try to resolve conflicts as fairly as possible. They can protect the interests of both parties while resolving conflicts. People with lower conscientiousness are more likely to choose avoidant conflict management. Most of them are very casual, irresponsible, and prefer to escape when encountering difficulties.

4.3 Extroversion

People who are more extroverted are more sociable and better at expressing their ideas. They are better communicators and pay special attention to interpersonal relationships. Therefore, they are likely to choose cooperative conflict management to resolve conflicts. People with low extroversion are more likely to compromise or submit to conflict management. They like to be quiet and are not good at communication. Both methods can be carried out with less communication and are well suited to their personality traits.

4.4 Agreeableness

High-agreeableness people are primarily interested in maintaining relationships. They tend to prioritize relationships and try to please others (Bleckmann et al., 2024). This means that when conflicts arise, they prioritize catering to the opinions of others in order to make a good impression on themselves (Zhang, 2016). Therefore, people with high affinity are most likely to choose a compromise conflict management style. Low-agreeableness people, on the other hand, are mostly self-centered. They tend not to take into account the thoughts and feelings of others, so they may use competitive conflict management to assert their own interests in the face of conflict. Of course, they may opt for more peaceful, cooperative conflict management to achieve their goals.

4.5 Neuroticism

Neuroticism corresponds to a person's sensitivity. People with high neuroticism are particularly sensitive, which sometimes causes them to have problems in communication. Once a conflict occurs, their emotions become more sensitive, which reduces the efficiency of communication. They may be more likely to use compromise conflict management to resolve the conflict at hand. People with low neuroticism may be more calm and can conduct systematic analysis. Therefore, cooperative conflict management may be particularly suitable for them.

The above discussion is mostly carried out in the form of questionnaire survey, through the questionnaire, access to relevant data. Different age groups were investigated. The frequency of choice of conflict handling style was the dependent variable and personality trait was the independent variable. In order to reduce the chance of the result, the experimenter conducted the experiment several times, and took the average value of the data as the

final result. This paper believes that the experimental design can reduce the error to the greatest extent, but it still cannot take into account the existence of special cases. Of course, the error in this aspect will not have much impact on the result, so it can be ignored.

5 DIFFERENCES IN SOCIAL INTERACTION AMONG THE BIG FIVE PERSONALITIES

According to the different characteristics of the big five personalities, social interaction is divided into five different characteristics: initiative, continuity, compatibility, competitiveness and sensitivity. They represent extroversion, conscientiousness, openness, competition and emotional stability. In the daily social process, different personality traits will have different social manifestations, and therefore will have different characteristics. The following is an analysis of the relationship between each personality trait and its characteristics.

5.1 Openness to Experience

Socially, people with high openness are more compatible. They have active minds, are more creative, are good at starting conversations and providing novel ideas. In addition, higher openness can also help them better participate in the communication of different topics (Chen, 2019). They are open to new ideas and knowledge and are able to converse with people from different cultures. People with low openness are conservative in their thinking and more likely to conflict with others over disagreements. They are more competitive than people with high openness. In order to protect themselves from being changed by others, people with low openness tend to be very timid when arguing.

5.2 Conscientiousness

Responsible people have a high sense of responsibility and are able to finish what they start. Reliability is their most prominent feature, making people feel at ease and comfortable, so their social relationships tend to have strong continuity. For example, many emotionally sensitive people like to be around reliable people. In addition, people with high conscientiousness are less dependent on social media, which also leads to increased social initiative

(Wei, 2017). It is speculated in this paper that people with high conscientiousness focus on whether something is done well, so they are more likely to have social competition to satisfy their obsession with perfection. People with low conscientiousness are more casual than people with high conscientiousness. They are less responsible and more likely to make mistakes (Wang, 2013). As a result, they have less social continuity, but this can also allow them to be more proactive, thus compensating for the lack of continuity. Lower conscientiousness makes them have lower standards for socializing, which facilitates their socializing and makes them have higher compatibility.

5.3 Extroversion

People with high extroversion are more sociable and willing to interact with others, so their social initiative is higher (An, 2005). They are good at starting conversations, and their cheerful personality can also relieve stress (Zhao et al., 2014). However, because they are mostly independent, their social continuity is not necessarily high, that is, they tend not to stay in a relationship for very long time. Conversely, people with low extroversion have higher social continuity. They focus on the depth of the relationship rather than frequent socializing. The article speculates that introverts have a richer spiritual world, which may also lead to their increased emotional sensitivity, which may negatively affect their social continuity.

5.4 Agreeableness

People with high agreeableness are relationship-oriented, and they tend to maintain relationships longer. Moreover, studies have shown that people with high agreeableness can alleviate the sense of alienation caused by talking to strangers, which is more conducive to improving their social continuity (Li, 2023). Because people with high agreeableness focus on good social relationships, they are also more compatible than other personality traits and can get along with people from different cultural backgrounds. However, people with low agreeableness are more concerned with self-worth. They rarely initiate conversations with others, even on the Internet (Jiang & Jin, 2018). So, in contrast, people with low agreeableness tend to have lower social initiative. Due to its self-centered thinking, it occasionally has a high level of competitiveness.

5.5 Neuroticism

Highly neurotic people have a lot of trouble socializing. They are emotionally sensitive, prone to more negative emotions, and have higher sensitivity in social interactions (Liu, 2012). This can also lead to decreased social skills and compatibility. As a result, they often feel anxious, which reduces their social initiative (Wu, 2023). People with low neuroticism tend to be emotionally stable. Socially, their lower sensitivity is a big advantage. Stable emotions lead to longer lasting relationships; The reduced competitiveness also reduced their social conflict and improved social continuity. Lower neuroticism also reduced the amount of time they spent online, which indirectly increased their social initiative (Shi et al., 2017).

This part of the content is an indirect inference based on previous research. In this paper, the interpretation and research of the same personality trait in different articles are correlated with different social characteristics to get the final conclusion. The biggest drawback of this part is that the final conclusion is only based on speculation and related experiments. This can lead to deviations from implementation.

6 CONCLUSION

In daily social life, people with different personality traits will behave differently. As a result, many people face more difficulties in socializing. This paper studies the differences in conflict resolution styles and social interactions of the big five personalities, and finally draws the following conclusions: In terms of conflict resolution styles, 1) openness, conscientiousness and extroversion are positively correlated with cooperative conflict management, while neuroticism is negatively correlated with cooperative conflict management; 2) Agreeableness and neuroticism were positively correlated with compliant conflict management, while conscientiousness and extroversion were negatively correlated with compliant conflict management; 3) Openness and agreeableness are negatively correlated with competition conflict management. The rest of the conflict management styles have no obvious personality traits that fit. In terms of social interaction, 1) conscientiousness, agreeableness and neuroticism were positively correlated with continuity, while extroversion was negatively correlated with continuity; 2) Initiative was positively correlated with extroversion and

negatively correlated with neuroticism; 3) Openness and agreeableness are negatively correlated with competitiveness; 4) Openness is positively correlated with creativity; 5) Conscientiousness is negatively correlated with compatibility. Based on the research conclusions, this paper suggests that researchers can use the conclusions in their future social life to communicate with people with different personality traits in different ways and alleviate conflicts. In this study, the characteristics of the big five personalities are associated with common problems in life, making them more integrated into daily life, helping to promote people's communication with each other, and helping people to alleviate interpersonal conflicts.

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