MANAGING CONFLICT

“Managing Conflict to Eliminate Stress”
Learning Goals

• Understand Conflict:
  – Structure
  – Management Cycle

• Learn how to:
  – Differentiate between what IS and what IS NOT conflict
  – Predict a problem situation before it reaches the crisis stage...and learn how to diffuse a crisis situation
  – Keep your poise and control when everyone around you loses theirs
  – Prevent others from losing their cool and poise
  – Embrace conflict and disagreement directly while reaching a mutual understanding
What is conflict?

• A serious disagreement or argument.
• A prolonged struggle.
• Results in an incompatibility disconnect between opinions, principles, etc.
Drivers of Conflict

- Level of interdependence
- Number and complexity of interested parties
- Ulterior motive
- Use of power and level of authority
- Level of urgency
- Communication channels
Benefits to Gain by Sharpening your Conflict Management Skills

• Clear up misunderstandings with key individuals
• Let go of old resentments
• Generate creative ideas to resolve problems effectively
• Improve teamwork results
• Demonstrate more commitment to any initiative
Managing Conflict Successfully

Guiding Principles

1. Preserve Dignity and Respect
2. Listen with Empathy—Be Fully Present
3. Find Common Ground Without Forcing Change
4. Honor Diversity, Including Your Own Perspective
Conflict Management Cycle

I. EXPLORE
- Clarify critical issues
- Identify stakeholders
- Assess sources of conflict

II. PLAN
- Recognize your patterns
- Minimize pitfalls

III. PREPARE
- Problem solve
- Practice

IV. IMPLEMENT
- Carry out the plan
- Evaluate outcomes
- Follow-up and learn

Personal Mastery Series – Conflict Management
Resolve Any Personality Conflict in Minutes

- Establish mutual respect
- Allow the person to give to you
- Show your human side
How to Ignore Someone’s Advice without Causing Hurt Feelings

• Show appreciation for the input
• Give two reasons why you agree and one reason why you don’t
• Thank the person for getting you thinking
• Seek out the person’s opinion on something else
Turn any complaint into a plus

• Simply Listen
• Paraphrase and empathize
• Do something special
When asked for your opinion: What to say when there is nothing nice to say

• If your advice will help save the person from any type of harm – physical, emotional, financial, etc. – then you have an obligation to be truthful.

• However, if it’s after the fact, then honesty is not the best policy.
  – Offer a compliment or a kind word instead, because that is what the person is really looking for.
The secret to handling the angry person who is amazingly never wrong

• Build up respect
• Re-shape the individual’s self-concept
• Get the person to invest in you
Contact Information

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