

Conflict Management



AGENDA

Module 1



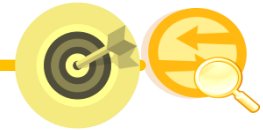
Conflict Management

- Opening
- Pre-Test Modular
- VILT 1 : Conflict Management

Interim

- VILT 2: Conflict Management Application & Action Plan
- Post-Test Modular
- Assignment

Module 2



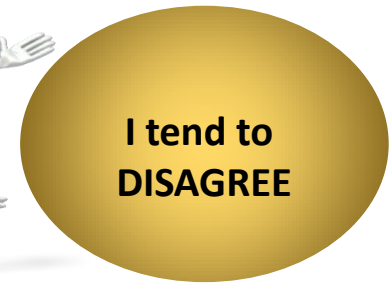
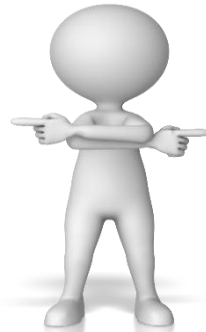
Presentation Skills

- Pre – Test Modular
- VILT 1: Presentation Skills

Interim

- VILT 2: Presentation Exercise, Feedback & Action Plan
- Post – Test Modular
- Assignment

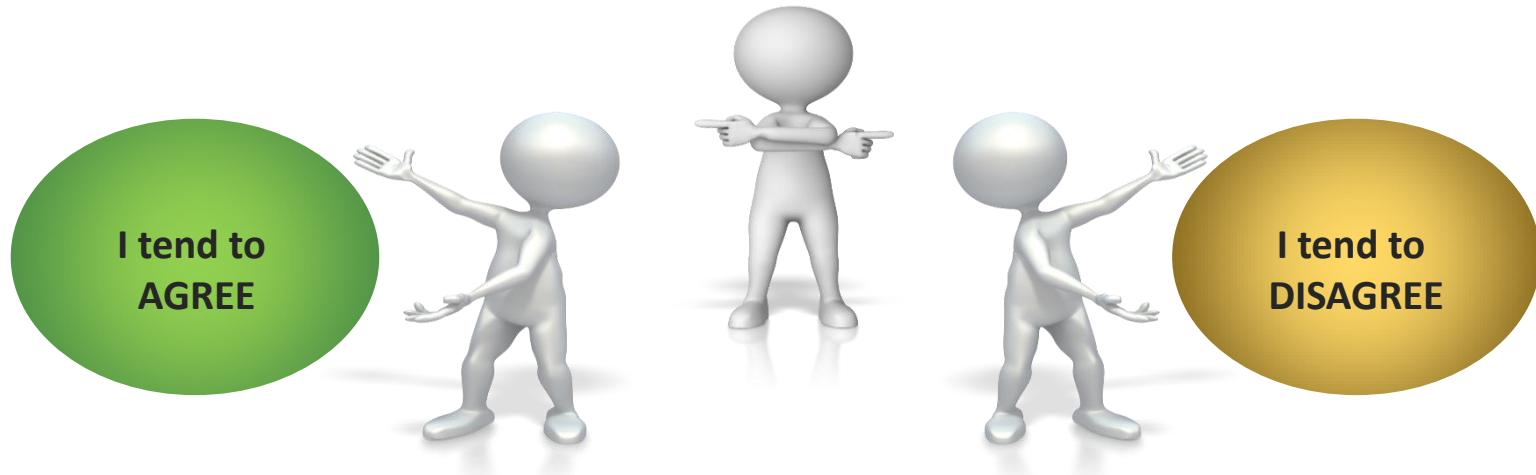
Take A Stand!



Take a Stand

Discover your Own Convictions about Conflict

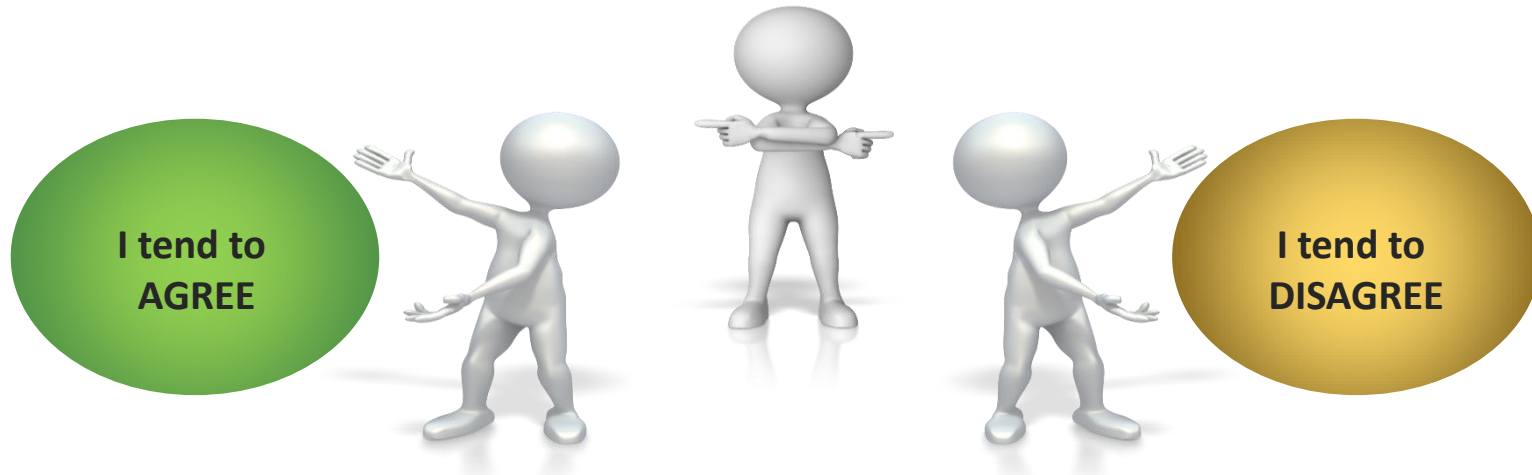
1. An effective team minimises conflict.



Take a Stand

Discover your Own Convictions about Conflict

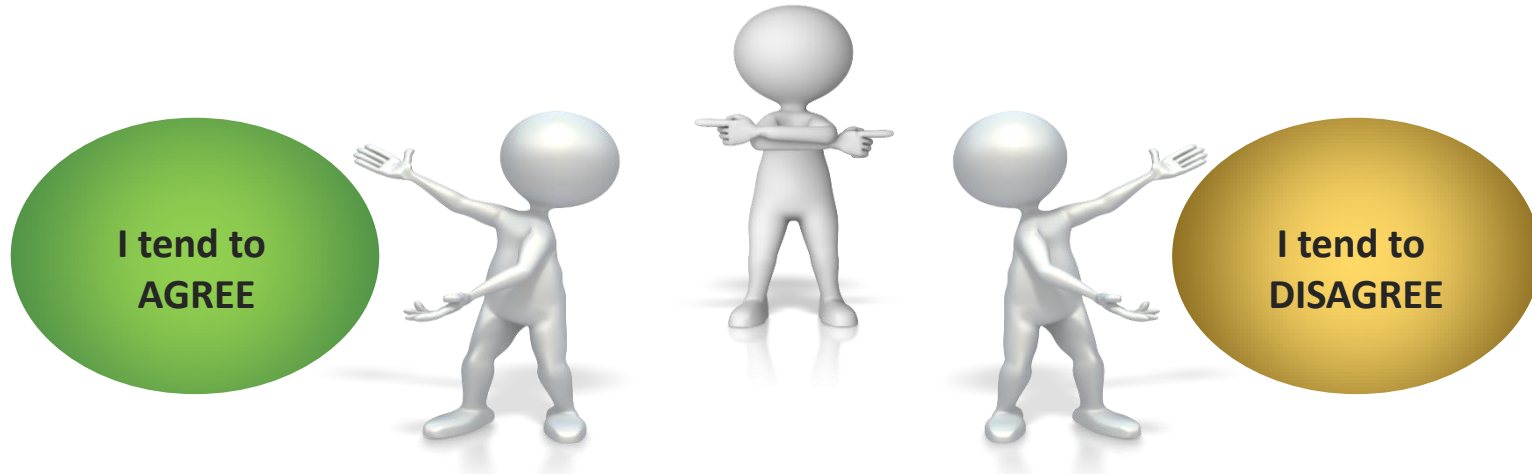
2. Conflict must be avoided because it endangers the status quo.



Take a Stand

Discover your Own Convictions about Conflict

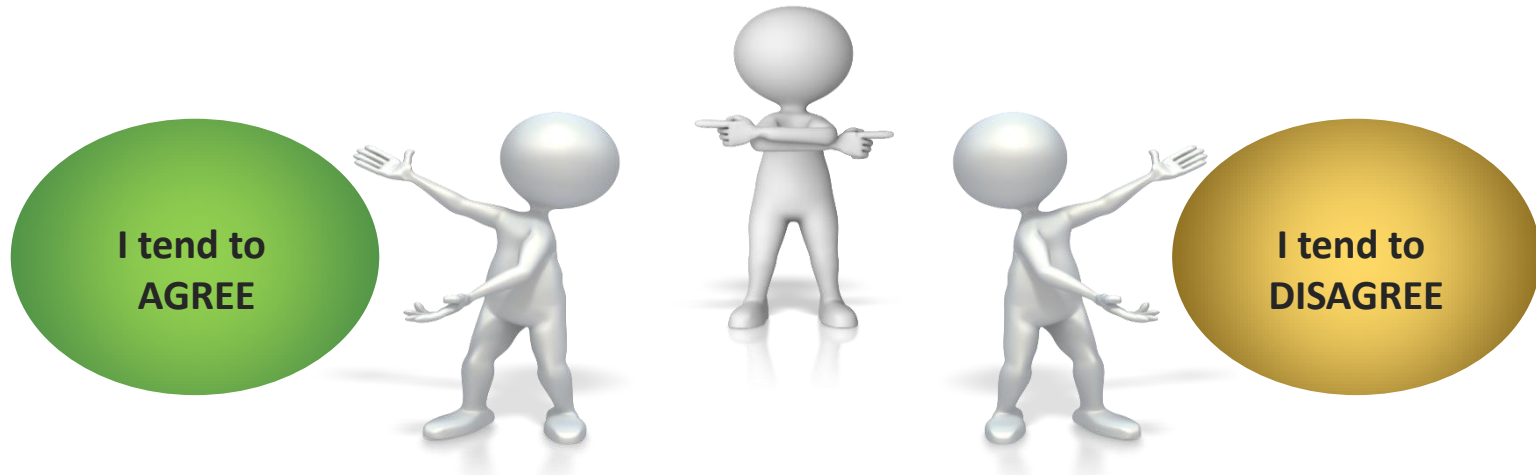
3. Personality differences are responsible for most conflicts between colleagues or between subordinates and their superiors.



Take a Stand

Discover your Own Convictions about Conflict

4. Direct confrontation is the most effective approach to resolving conflict.



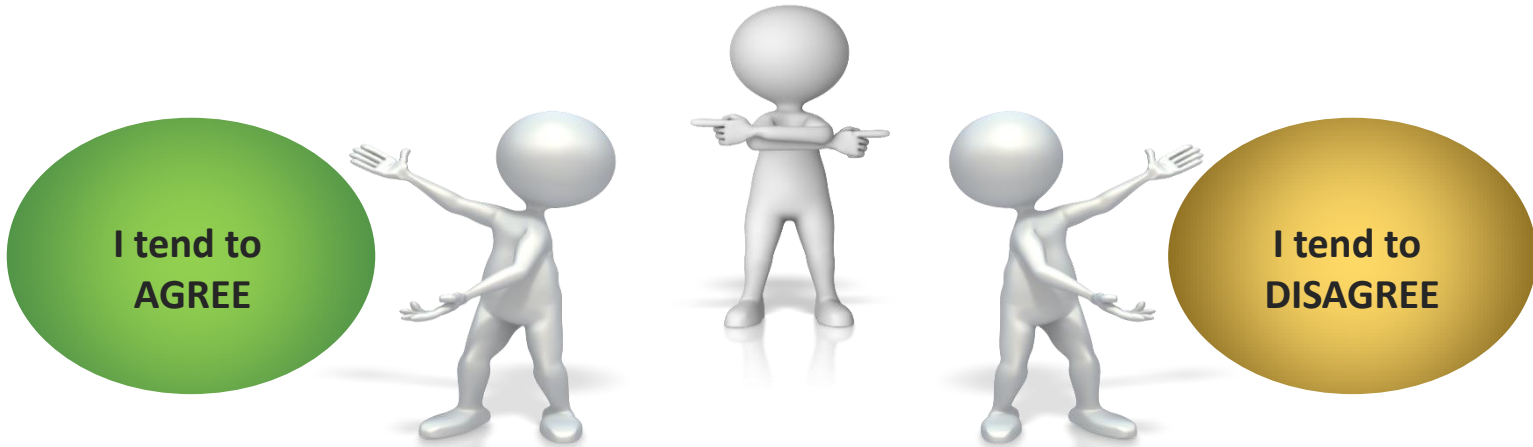
Take a Stand

Discover your Own Convictions about Conflict

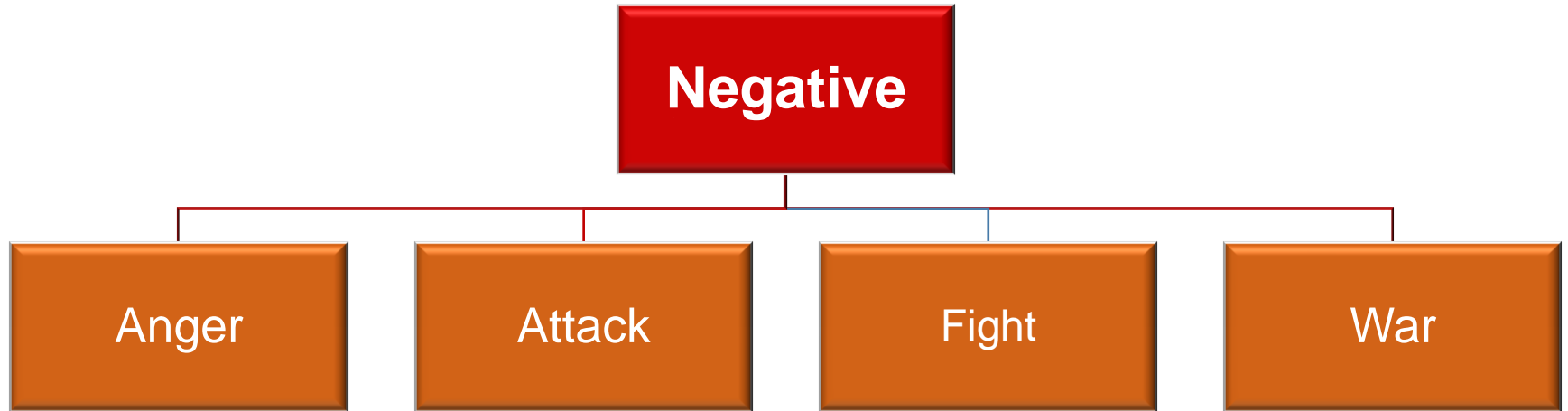
5. Compromise is nearly always a good way to resolve conflict as it makes everyone happy.



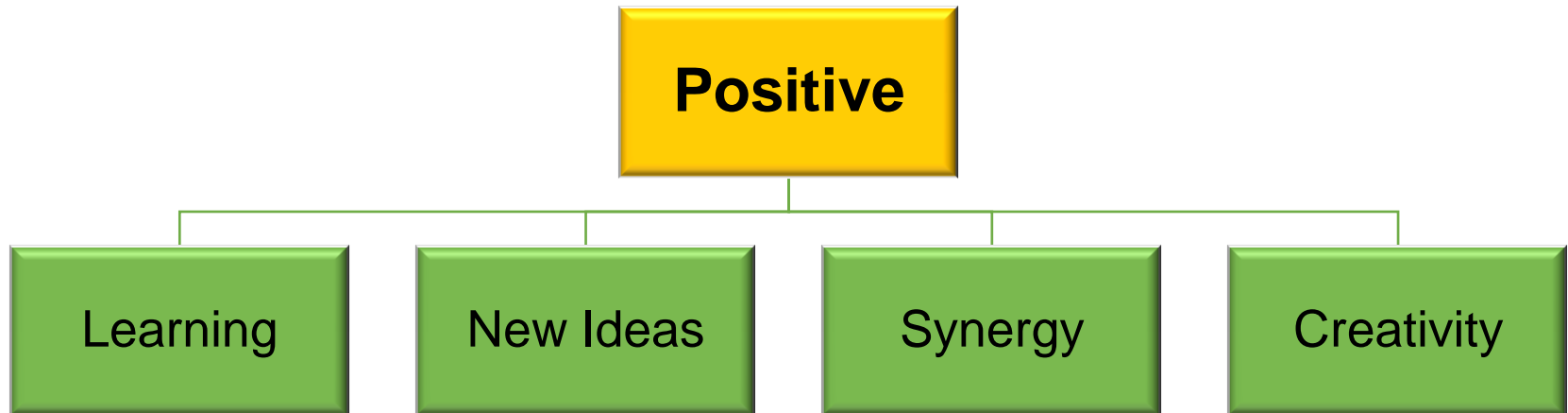
Thank you for your participation and sharing!



Conflict



Conflict



Conflict

A **conflict** is a serious difference between two or more ***beliefs, ideas, or interests.***

If two beliefs, ideas, or interests are **in conflict**, they are very different.



Sources of Conflict



Substantial



- Policy
- Procedure
- Decision



Emotional



- Perception
- Feelings
- Point of view

To manage conflict, first **separate the person from the problem**

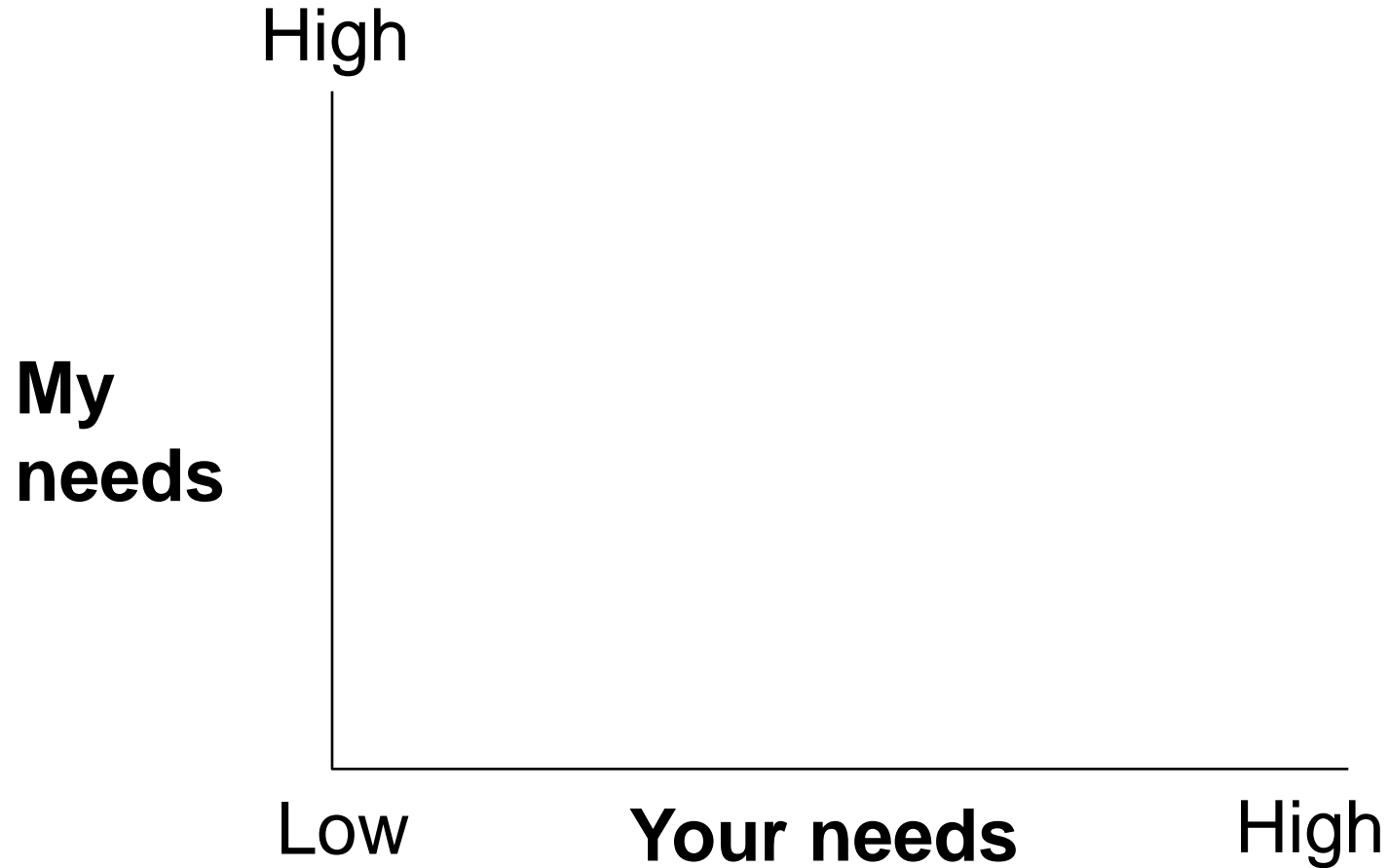


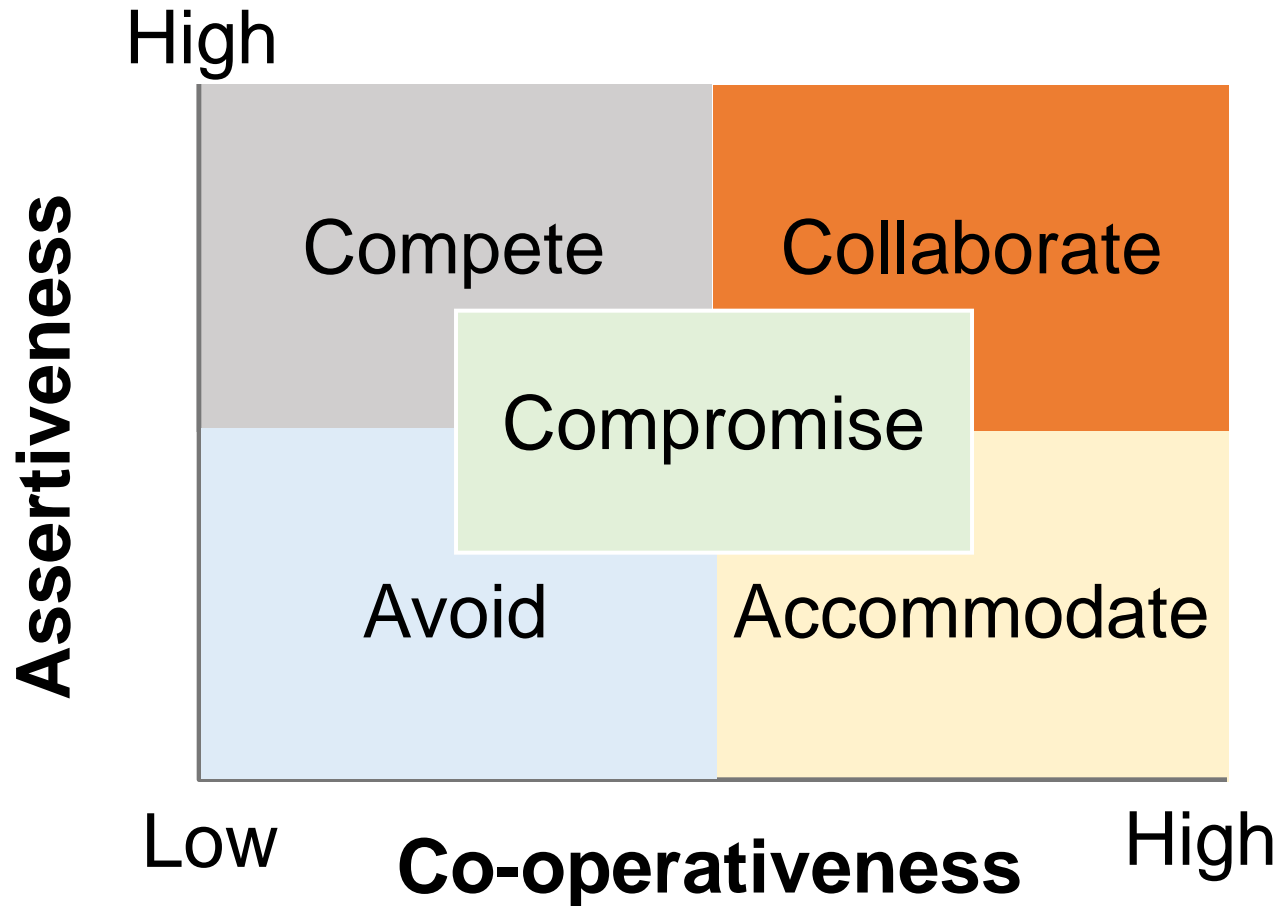
Steps to resolution

- Ask for their view
- Ask to share your view
- Agree what we agree on (and what we disagree on)
- Agree on a shared objective for the outcome
- Work together to resolve the problem

How you manage conflict, will depend on how you intend to...

- Satisfy your own wishes, needs or goals
- Satisfy the other person's wishes, needs or goals





Conflict management styles

Things you need to be aware of	Good when...
Avoid – the conflict does not get resolved	More facts are needed to decide
Accommodate – can lead to frustration	A gesture of goodwill is required
Compete – can lead to difficult, win / lose relationships	When the outcome is critical (e.g. health & safety concerns)
Compromise – can result in both parties feeling that they have lost	To break a stalemate
Collaborate – the best but least used style	Buy-in is needed

Conflict Roleplay : Chris & Pat



CONFLICT MANAGEMENT ASSIGNMENT

- Within this week try **1 conflict management style** and implement it with your colleague or client when conflict arise. Fill this form and send it back to us as 1st assignment

The conflict management style	The person (to whom?)	The reason (Why I choose it)	The experience	The result	The improvement

- Read brief for **conflict (community college)** to prepare for next Virtual Workshop