



ORG-Transformation-Group, LLC

Transforming Your Organization to Peak Performance

MODULE 12 CONFLICT RESOLUTION

Conflict resolution

Is the deliberate choice to:

1. treat *Conflict* not as a confrontation to overcome, but as a problem to be solved.
2. view *Conflict* is as an opportunity – it identifies areas for change and improvement.
3. drive *Conflict* to a win-win resolution.

Goals of Conflict resolution

- Identify the conflict, opportunity area
- Objectively vs. Subjectively define the conflict
- Systematically find a win-win solution
- Drive collaboration



Conflict Resolution Management Style

STYLE	LOOKS LIKE	APPROPRIATE USE
AVOIDING	<ul style="list-style-type: none"> Withdrawn from the situation or issue Steps aside No involvement at any cost 	<ul style="list-style-type: none"> When later is better The conflict is not a big concern
ACCOMODATING	<ul style="list-style-type: none"> Self-sacrificing People pleasing 	<ul style="list-style-type: none"> When you are not married to the outcome
COMPROMISING	<ul style="list-style-type: none"> Mutual acceptance Feelings of being heard and understood 	<ul style="list-style-type: none"> When time is of the essence When you are willing to give a little to get a little
COMPETING	<ul style="list-style-type: none"> Only concerned with self interest at the expense of others Feels like "bullying" Assertive and uncooperative 	<ul style="list-style-type: none"> The relationship is not important <p>Really Never!</p>
COLLABORATION	<ul style="list-style-type: none"> Working for solutions that meets everyone's need Feelings of being heard and understood Resistance turns into creativity 	<ul style="list-style-type: none"> The decision has long term impacts The relationship is ongoing



MANAGING YOUR STYLE

Style	Driven by	Increase Effectiveness by:
Competing	Fear of being taken advantage of	Listening and clarifying Release the outcome you want Consider the importance to the person Consider the impact on the relationship
Collaborating		Maintain, continue to be creative and releasing your desired outcome
Compromising	Fear of security	Be open about your desired outcome Be creative in solutions
Accommodating	Fear of rejection/lack of security	Balance the cost of your needs not being met Clarify the importance of the decision
Avoiding	Fear of rejection	Clarify the importance of resolution Role rehearse with someone to get comfortable with stating your case Be open to receiving the other person's view Be open to the possibilities of resolution

My Conflict management style is:

What I want my style to be is:
