

Conflict Resolution

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Positive Outcomes from Conflict

- Involvement
- Cohesion
- Creativity
- Growth
- Clarification of issues
- Clarification of values

Negative Outcomes from Conflict

- Unresolved anger/concerns
- Reduced morale
- Personality clashes
- Low self-esteem
- Unfinished business



Sources of Conflict

- Resources
- Goals/objectives
- Miscommunication
- Attitudes/values
- Personality

Conflict Handling Style

Complete and Score Questionnaire

Conflict Handling Styles

	Assertive	Competition		Collaboration
Desire to Satisfy Own Concerns				
			Compromise	
		Unassertive	Avoidance	
		Uncooperative		Cooperative
		Desire to Satisfy Other's		Concerns

Relationship Considerations

- Long term or passing
- Substantive or narrow
- More important than issue
- Maintenance
- Ramifications

Gains and Losses

- Win vs. lose everything
- Time saved vs. expended
- Viewed as supportive vs. alienating
- High vs. low chance of future conflicts
- High vs. low creativity

Appropriate Situations for Styles

- Decisive action needed
- Trivial issue
- Building social credits
- Expediency
- Gaining commitment

Tips to Manage Conflict

- Control your temper
- Understand the issues
- Pick your battles
- Search for common ground

THANK YOU!

ANY QUESTIONS?