

12 Resolving Conflict in the Workplace

Dynamics of Conflict

- The cost of avoiding conflicts
- Positive functions of conflict
- When do conflicts occur?
- Constructive or destructive conflicts
- Utilizing positional language in conflicts

Collaborative Conflict Resolution

Internal work resolving conflicts:

- Awareness
- Readiness
- Understanding
- Reflection

Blame versus contribution

Assumptions:

- Steps to clarifying assumptions
- Reducing defensiveness

Assertiveness

Regardless of what position you decide to take in any conflict understanding how to be assertive with the direction of the conflict is essential.

- Take responsibility for what you say
- 12 principals of assertive behavior
- Summary of assertive behavior

Conflict Management Style

Different people have different ways of responding to situations where conflict occurs or where one individual's wishes differ from those of another. How do you respond in these situations?

- Self assessment
- The five styles of conflict
- The five conflict management styles

Conflict Resolution Choices

Conflicts occur when a person or group wants, needs, or believes something quite different from another person or group. Familiarize yourself with the different conflict resolution choices.

- Win-loose characteristics
- Win-loose tactics
- Win-win characteristics
- Goals of a collaborative approach to resolving conflict

Emotion: How We Feel

Failure to acknowledge and discuss feelings limits the chances of success in reaching an agreement in workplace conflict.

Consider:

- The issue itself
- The history between the individuals
- The history of the individual within the organization
- How the person is being treated during the conflict
- Unrelated incidents