

CONFLICT RESOLUTION

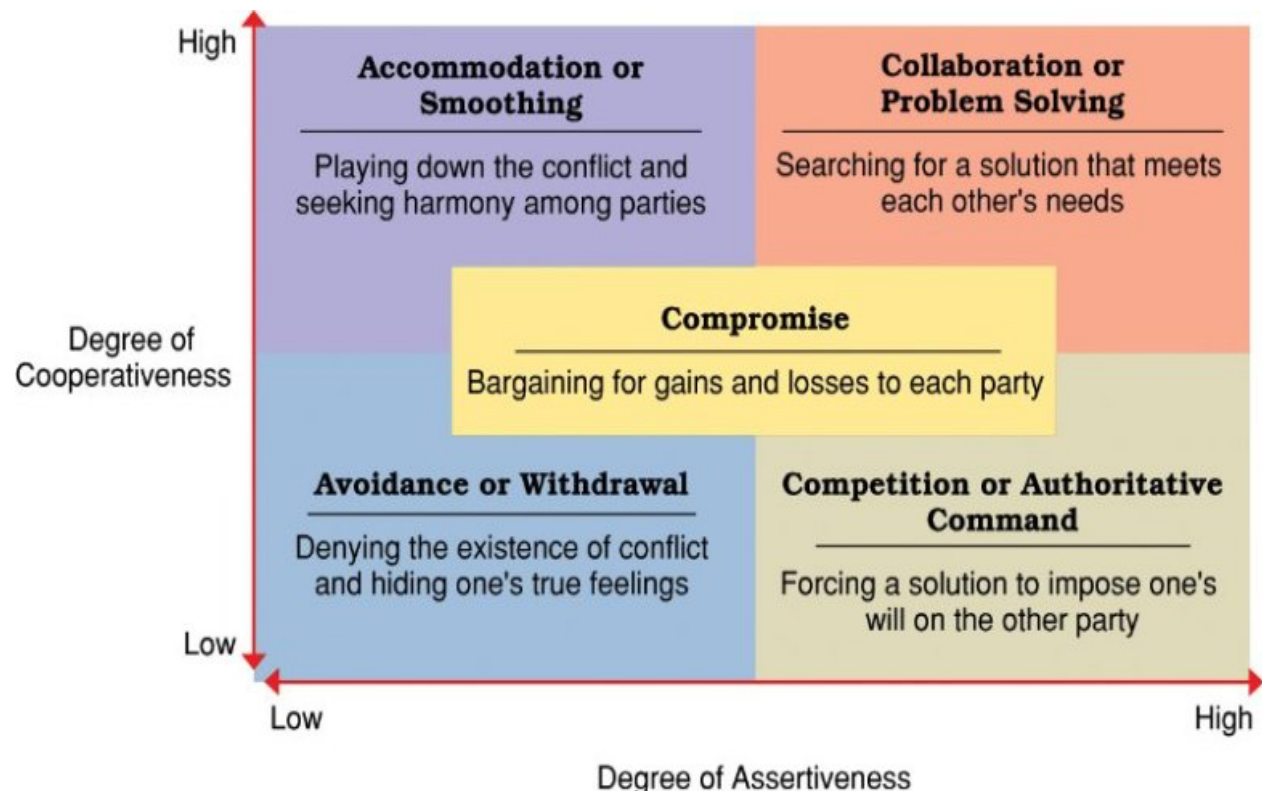
Conflict: an active disagreement between people with opposing opinions or principles. Conflict should not be seen as a negative interaction, but as an opportunity to view varying points of view.

Conflict Resolution: the process by which two or more parties engaged in a disagreement, dispute, or debate reach an agreement resolving it.

Task conflict centers on disagreements about how to achieve a common objective.

Emotional conflict centers on relationships between individuals and can evolve from a task conflict.

Remember, conflict can facilitate development of a mutual understanding and create the necessary perspective for problem solving. Conflict in and of itself is not a bad thing.



<https://18692222communication.wordpress.com/management-styles-communication-conflicts/>

Accommodating – This is when you cooperate to a high degree, and it may be at your own expense, and actually work against your own goals, objectives, and desired outcomes.

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Avoiding – This is simply avoiding the issue. You aren't helping the other party reach their goals, and you aren't assertively pursuing your own.

Collaborating – This is where you partner or pair up with the other party to achieve both of your goals. This is how you break free of the “win-lose” paradigm and seek the “win-win.”

Competing – This is the “win-lose” approach. You act in a very assertive way to achieve your goals, without seeking to cooperate with the other party, and it may be at the expense of the other party.

Compromising – In this situation neither party gets everything that they want, but each accomplishes some of their objectives. It may also be a chance to find some common ground.

Managing Conflict Skills

1. Address the issue as soon as possible. Time tends to allow the conflict to grow out of proportion as we ruminate.
2. Listen
3. Understand that there are different perspectives at play- people see the same situation very differently. Try to see the issue from their point of view
4. Do not interrupt
5. Reflect: “So I'm hearing you say...”
6. Leave emotion out of the conversation- focus on discussing the issue, not the person
7. Involve a mediator, an unbiased third person