

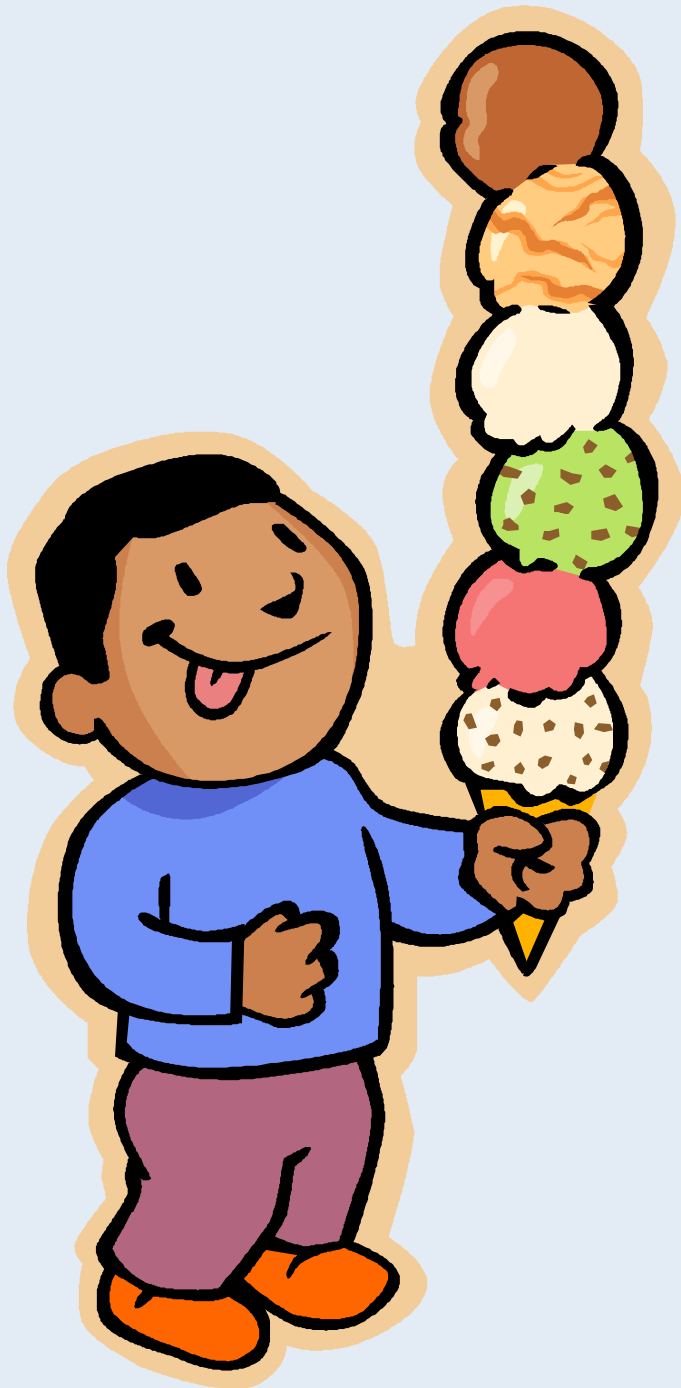


Conflict Resolution Techniques

**An Infopeople Webinar with
Joan Frye Williams and George Needham
March 8, 2011**

Beware of assumptions





The many flavors
of conflict



Differences
of opinion

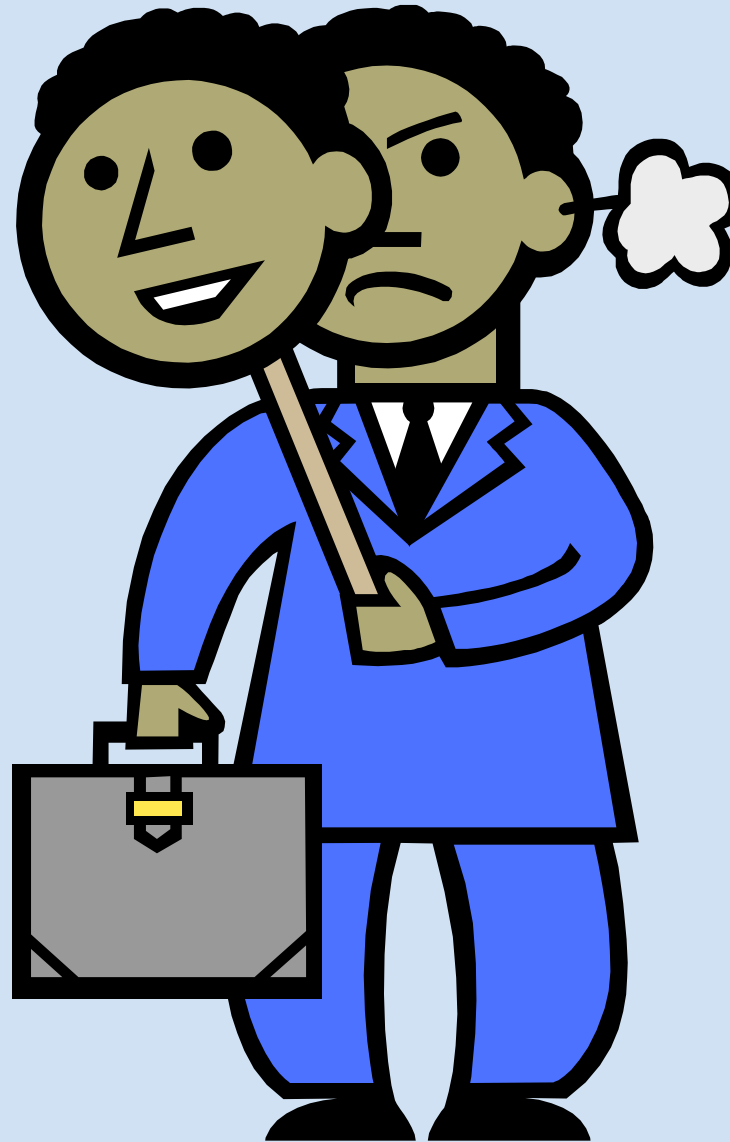
Different value systems



Sudden
change



Hidden agendas



Personalities



Conflict isn't always negative





Absence of conflict isn't always positive

Benefits of successful resolution



Your response to conflict: TKI

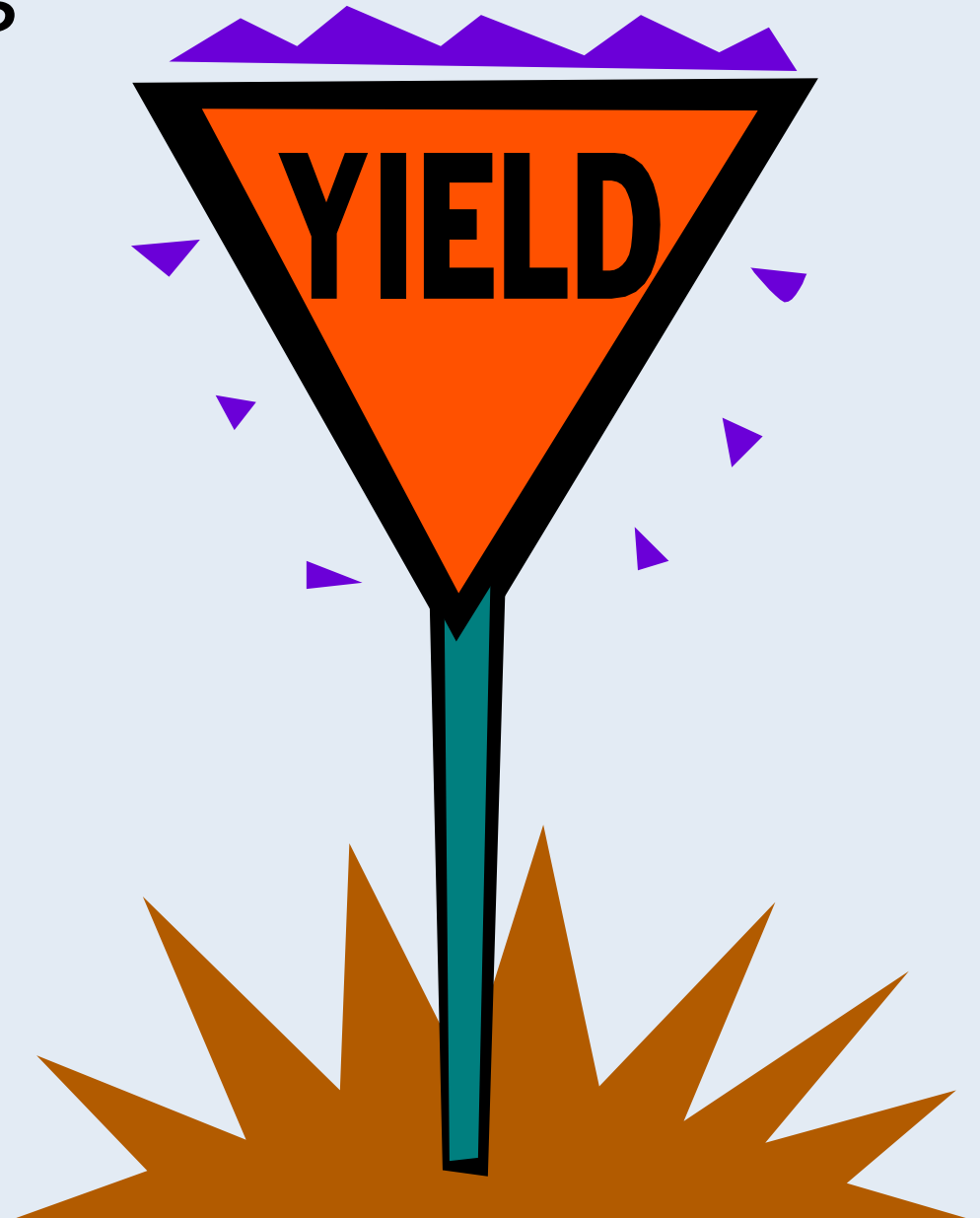


<http://tinyurl.com/ThomasKilmann>

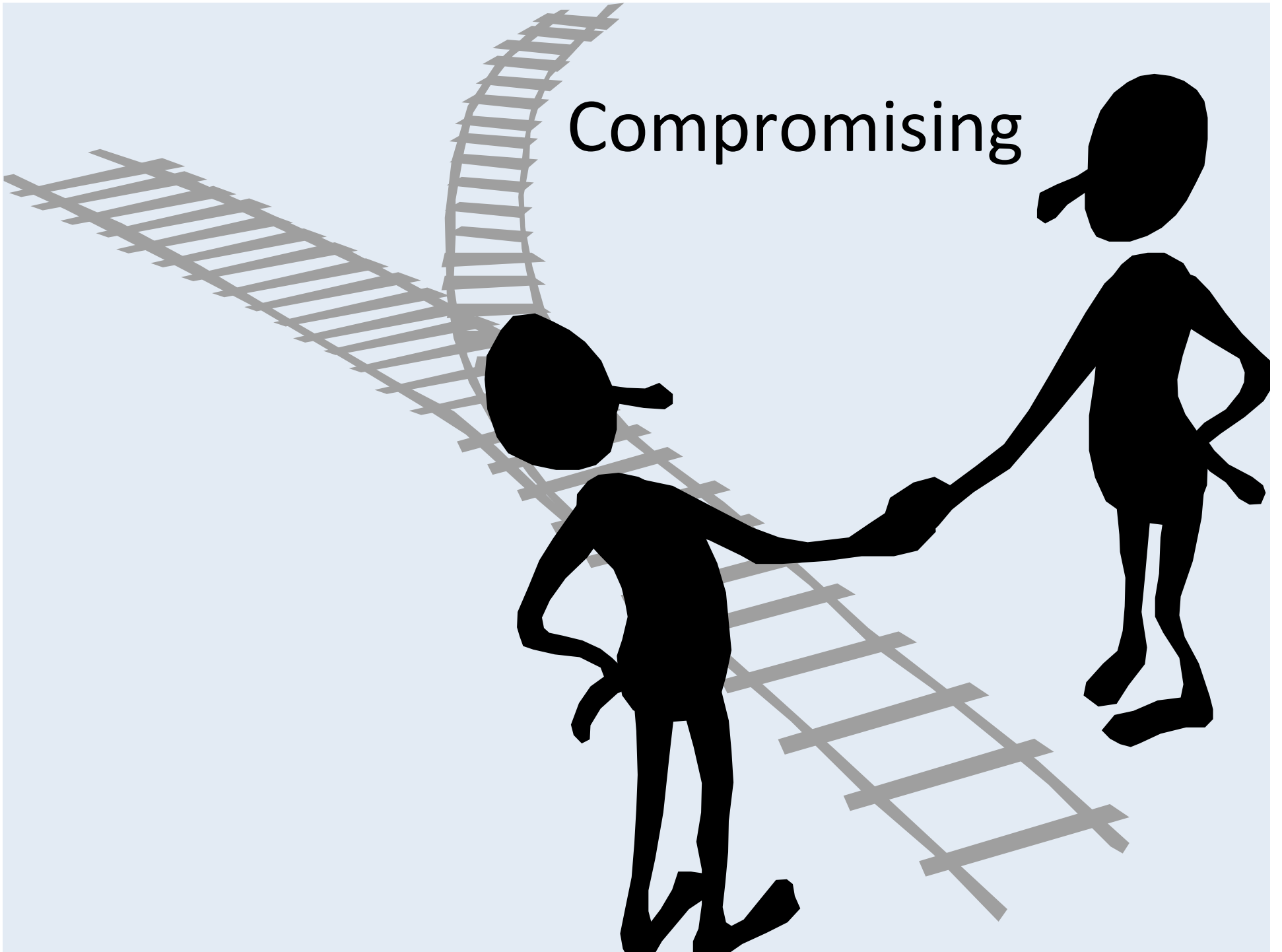


Competing

Accommodating



Compromising



Avoiding





Collaborating



Conflict
responses
that never work

Ignore the situation



Blame others

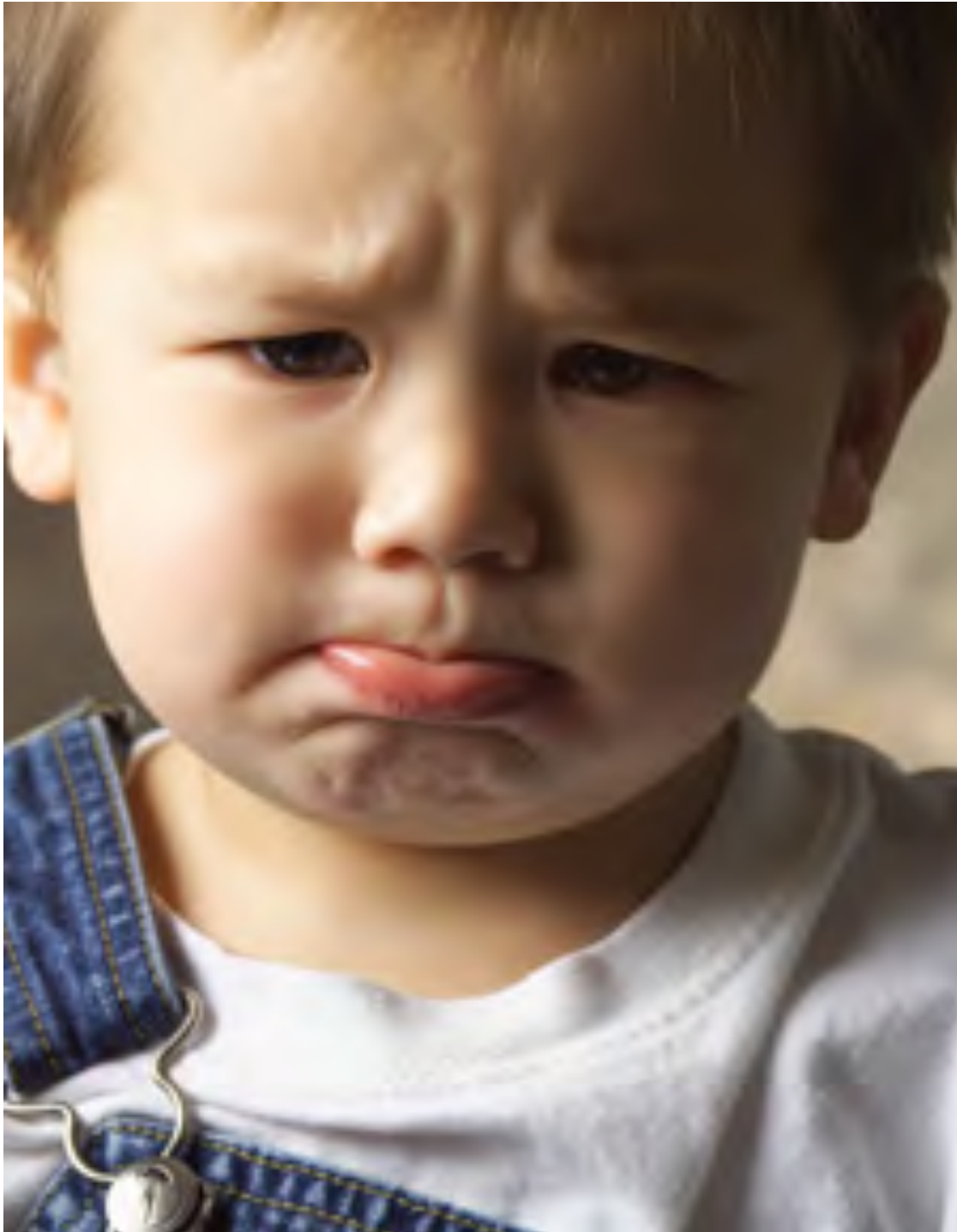




Throw a tantrum

Engage in
backbiting





Pout

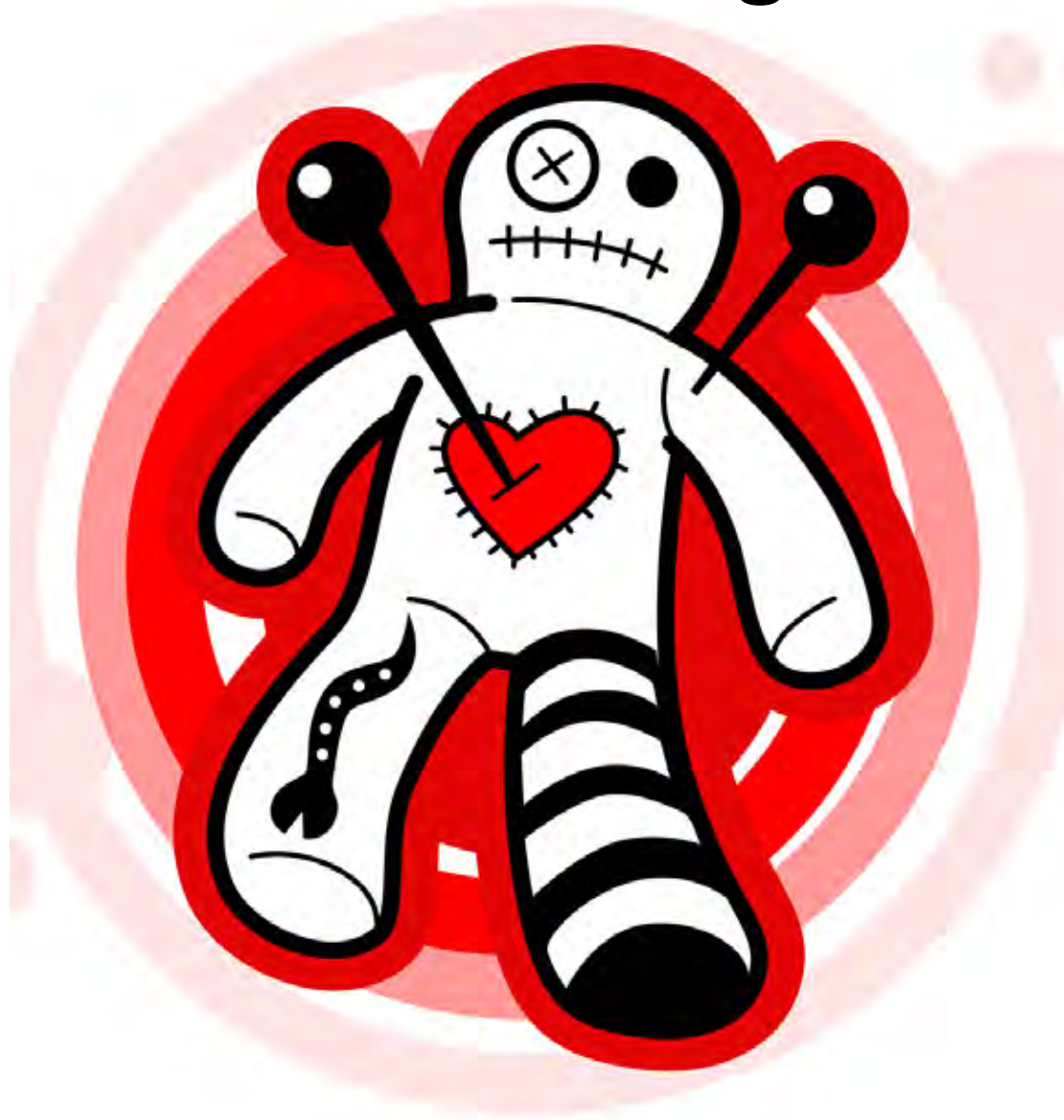
Overindulge



Bear a grudge



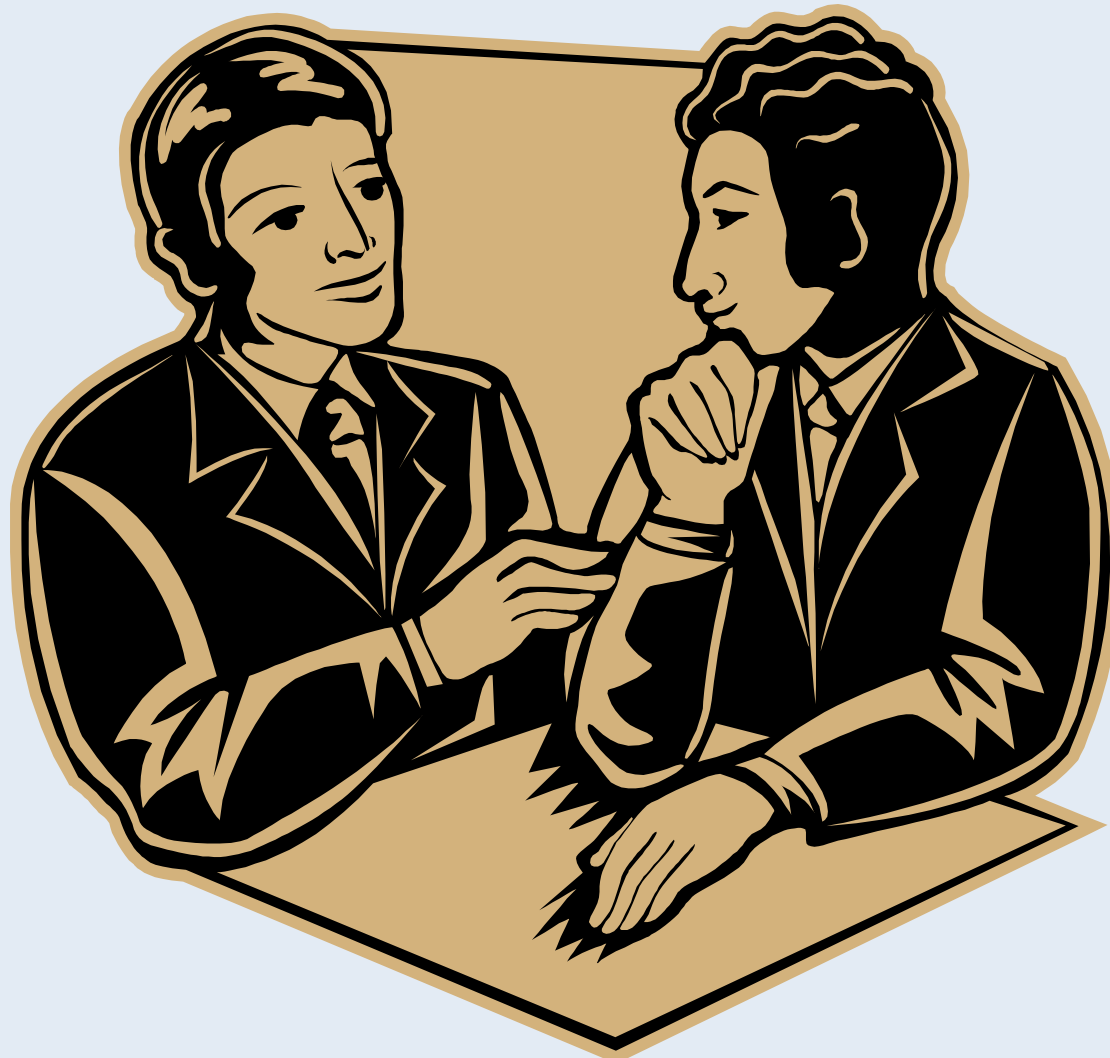
Seek revenge

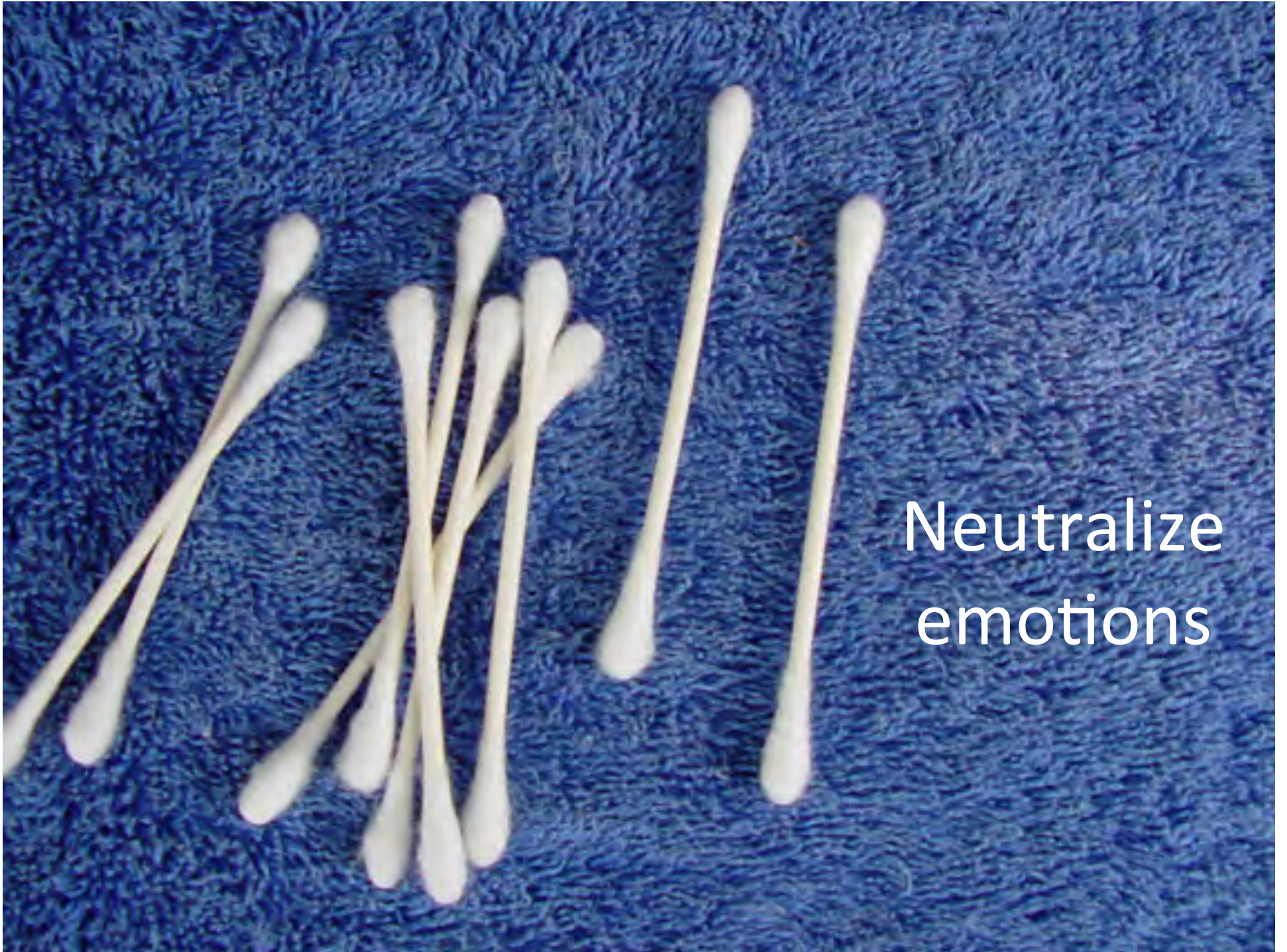




Instead, be a mensch!

Listen actively





Neutralize
emotions

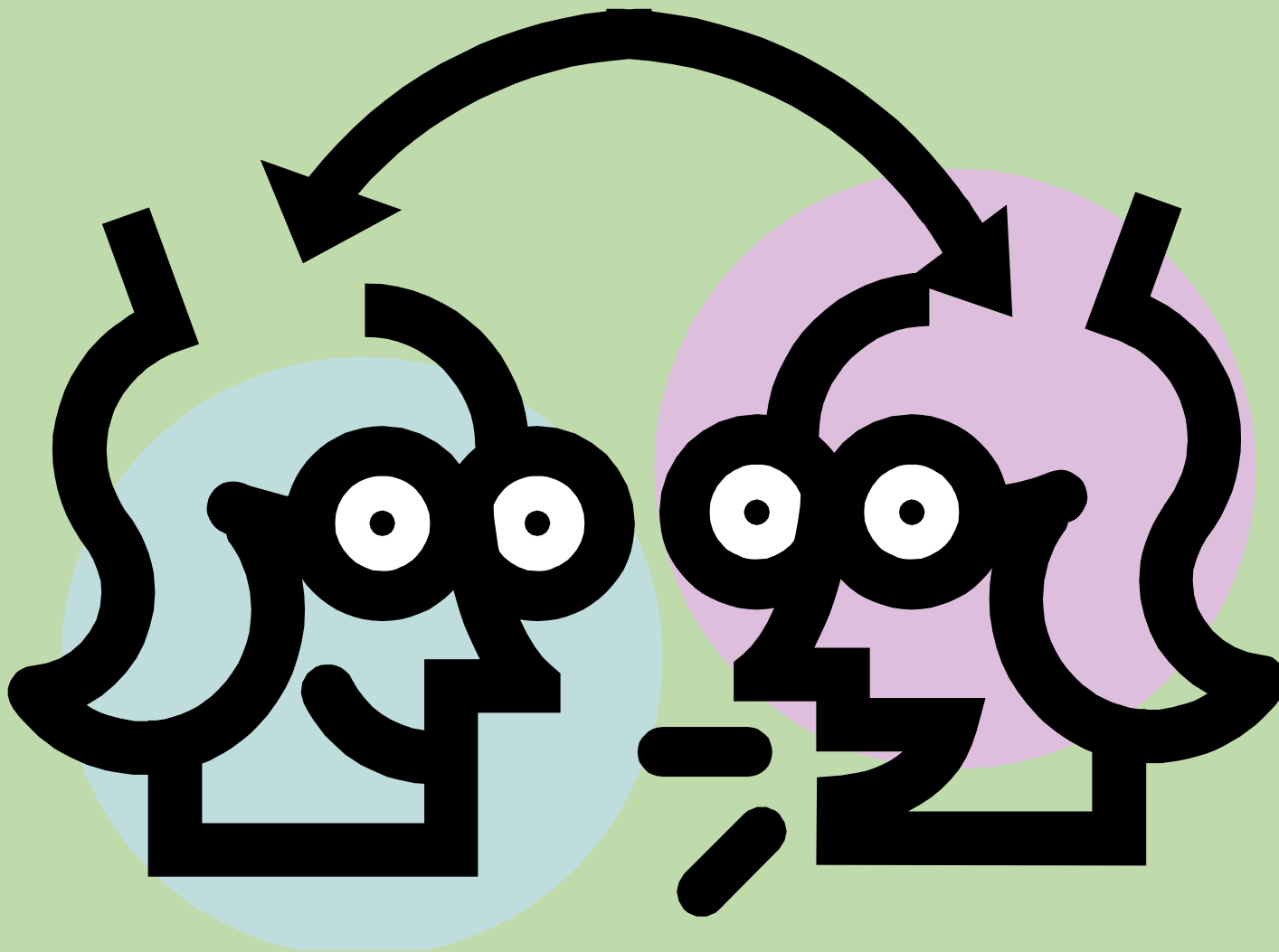
Be honest



Allow the other person to speak



Paraphrase

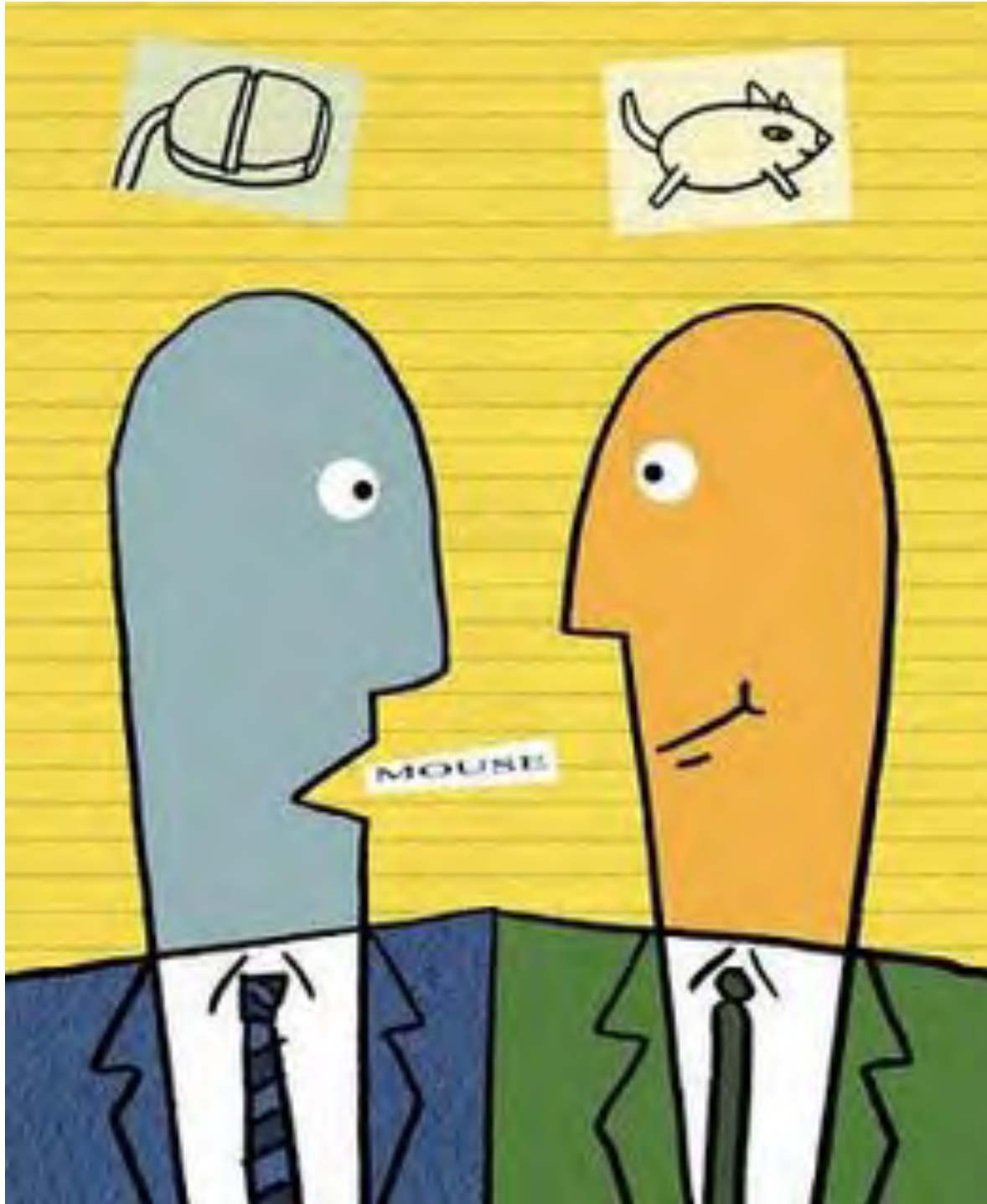


Avoid ad hominem attacks



Conflict resolution step-by-step





Acknowledge
differences



Assess the stakes

Lay out the facts



Identify your preferred end state



Agree on
common ground



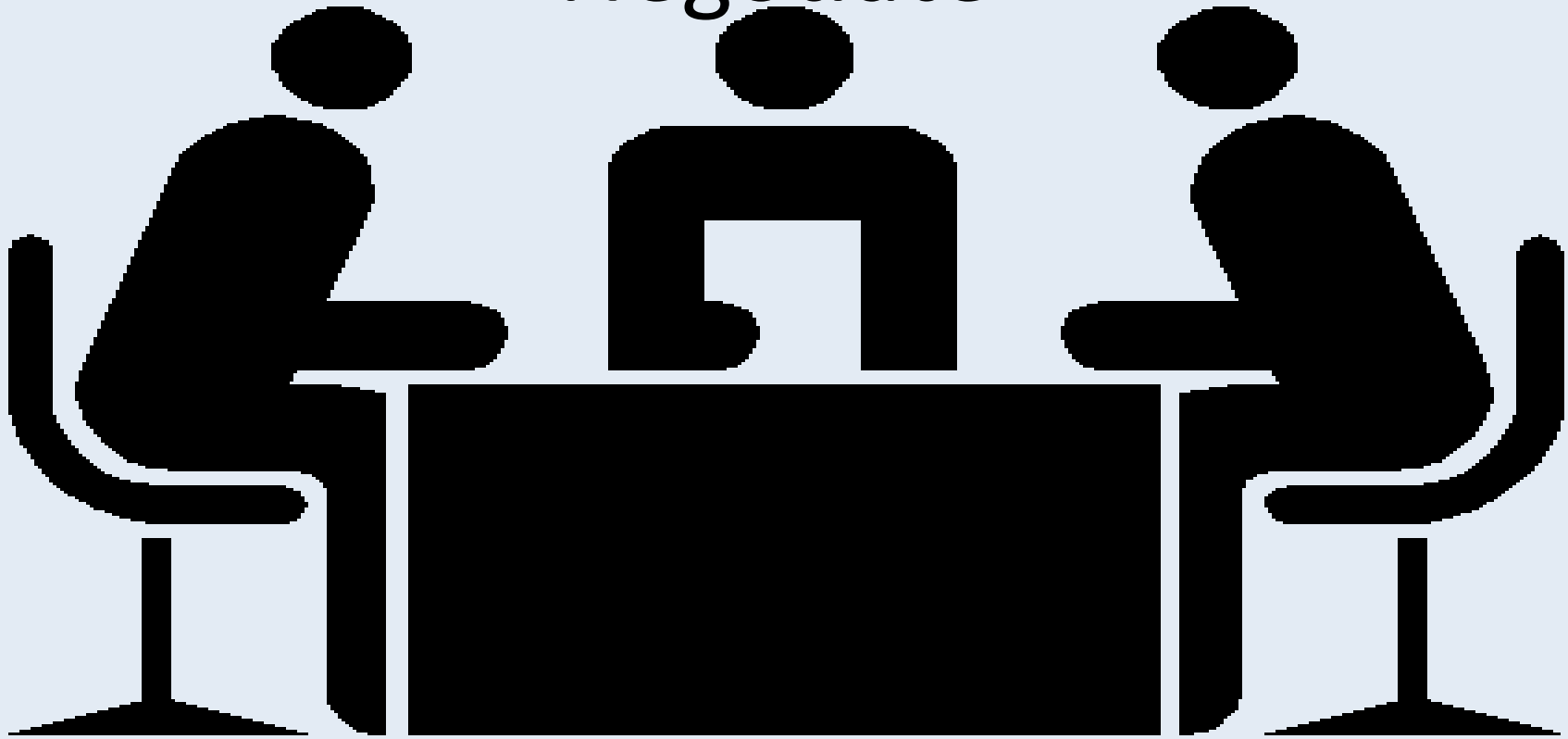
Specify points of disagreement



Brainstorm
solutions

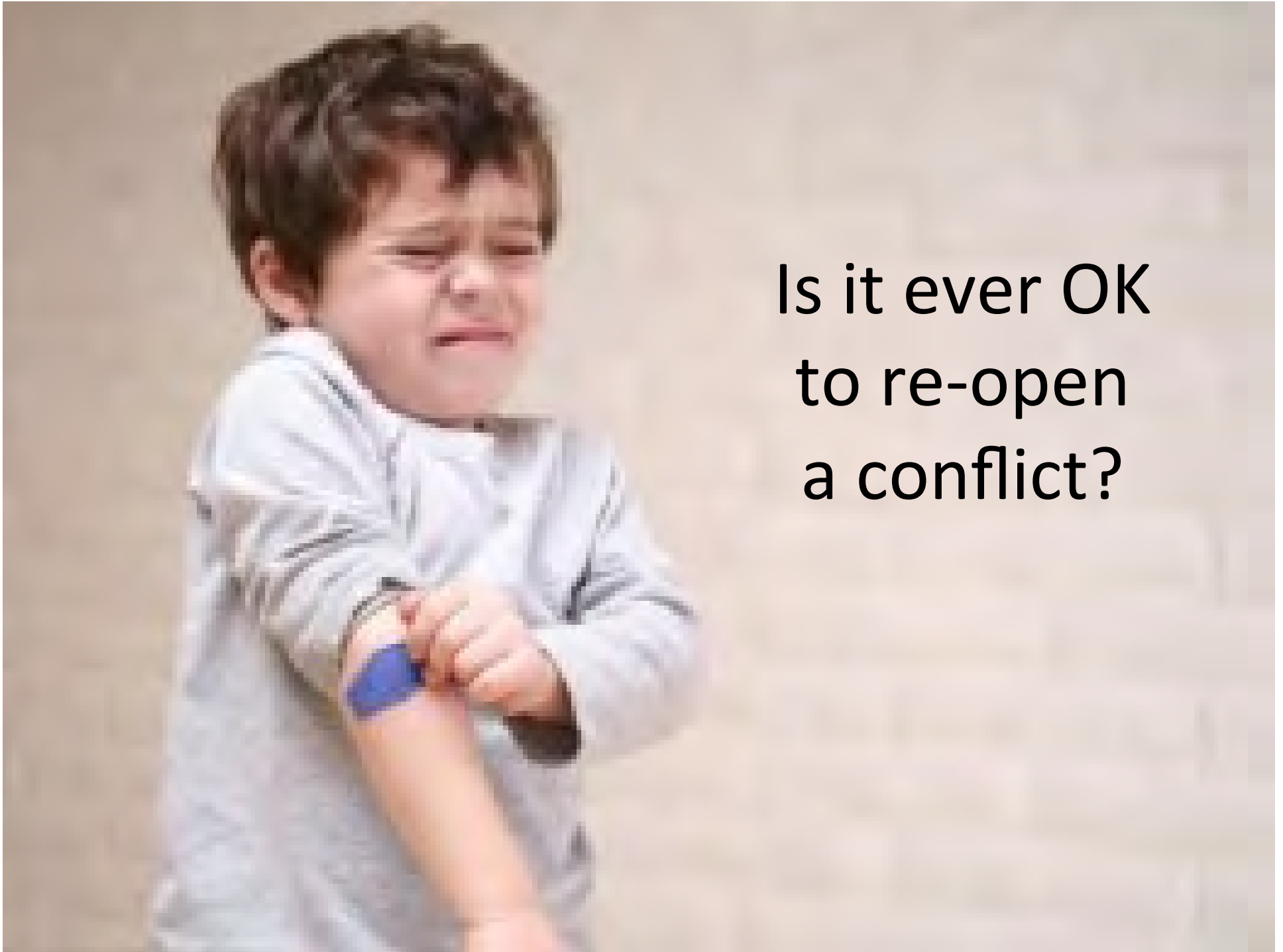


Negotiate

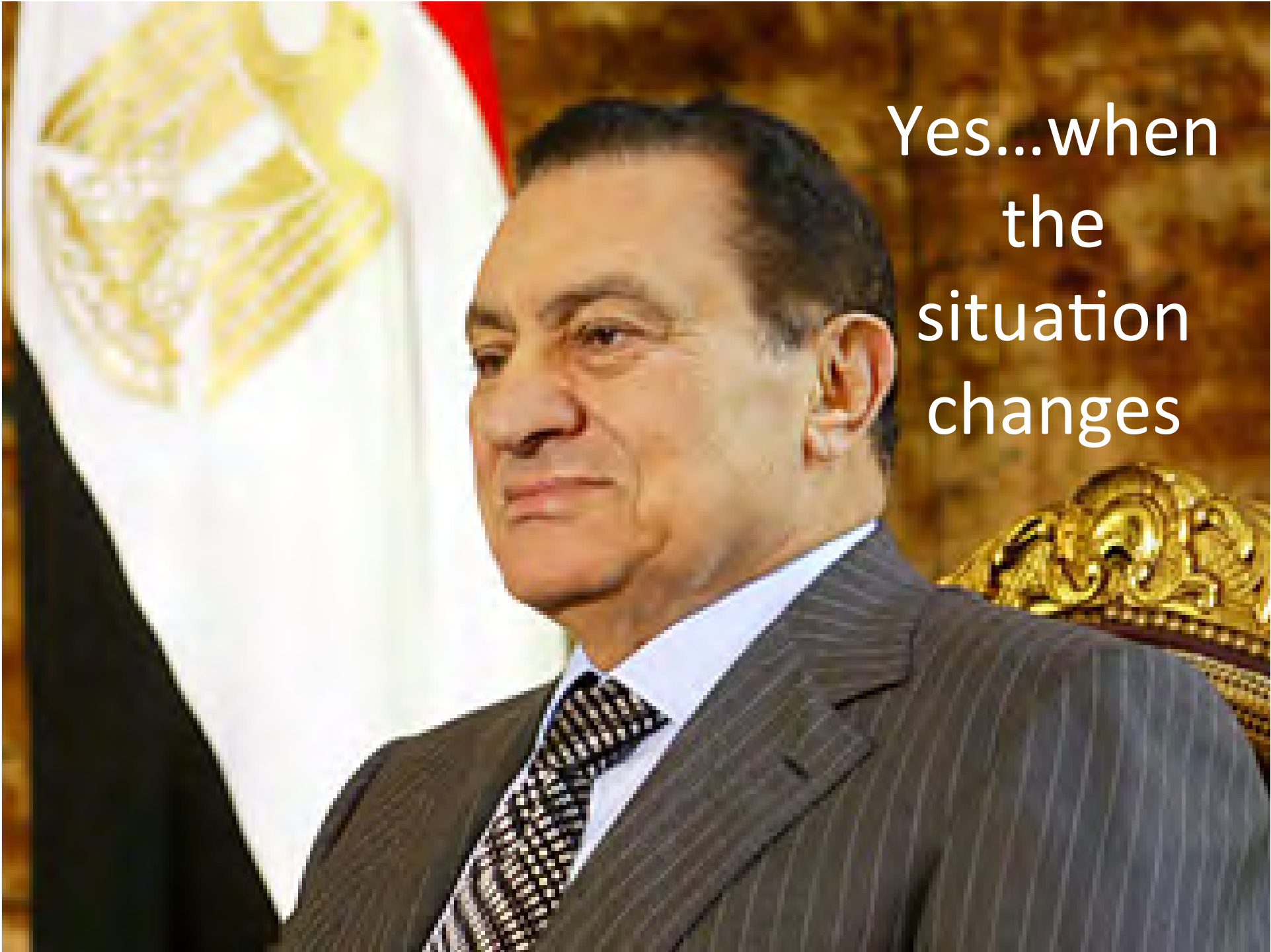


Take action, then move on





Is it ever OK
to re-open
a conflict?



Yes...when
the
situation
changes

Yes...when new information arises



Yes...when the results don't match
what you expected



No...when people are just unhappy



No...when people are avoiding responsibility or blocking progress





When
to let go

Your responsibility: as a supervisor



Your responsibility:
as a team member or colleague



Your responsibility: as an individual



Don't lose sight of the big picture



Thanks for participating!
<http://georgeandjoan.com>

