Conflict Resolution Techniques

An Infopeople Webinar with Joan Frye Williams and George Needham
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Beware of assumptions
The many flavors of conflict
Differences of opinion
Different value systems
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
Avoid ad hominem attacks

No, your face is a logical fallacy!
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
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!
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