Conflict Resolution Techniques

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

Beware of assumptions

The many flavors of conflict

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Differences of opinion

Different value systems

Sudden change

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Hidden agendas

Personalties

Conflict isn't always negative

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Absence of conflict isn’t always positive

Benefits of successful resolution

Your response to conflict: TKI

http://tinyurl.com/ThomasKilmann

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Avoiding

Collaborating

Conflict responses that never work
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Bear a grudge

Seek revenge

Instead, be a mensch!

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Listen actively

Neutralize emotions

Be honest
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Allow the other person to speak

Paraphrase

Avoid ad hominem attacks

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Lay out the facts

Identify your preferred end state

Agree on common ground

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Specify points of disagreement

Brainstorm solutions

Negotiate

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Take action, then move on

Is it ever OK to re-open a conflict?

Yes...when the situation changes

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Yes…when new information arises

Yes…when the results don’t match what you expected

No…when people are just unhappy
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No... when people are avoiding responsibility or blocking progress

When to let go

Your responsibility: as a supervisor

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Your responsibility: as a team member or colleague

Your responsibility: as an individual

Don’t lose sight of the big picture

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