

# Conflict Resolution

BUSINESS  
SEMINAR

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# **Why conflict happens?**

Opinions. resolution, identity, expectations... etc

①

Types of Conflict

②

Conflict Resolution Strategy

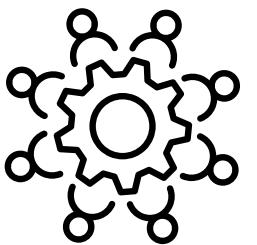
③

Steps to Resolve Conflict

# Common Causes of Workplace Conflict



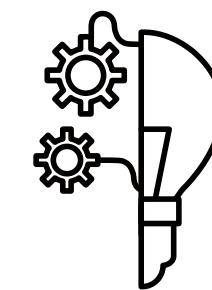
Communication Styles



Cultural  
and  
Value-based conflicts

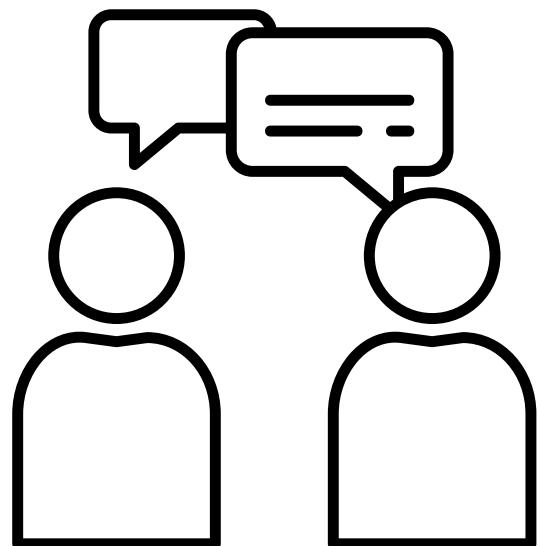


Role ambiguity  
and  
Unclear expectations

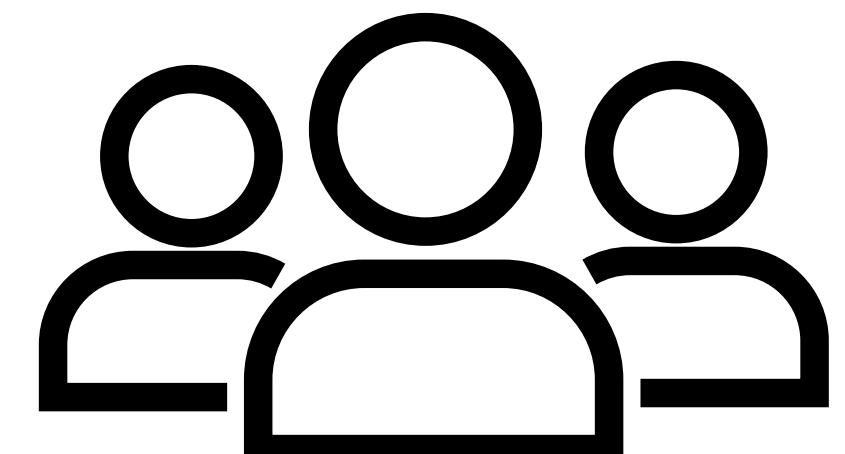


Personality clashes  
and  
Generational differences

# Types of Workplace Conflicts



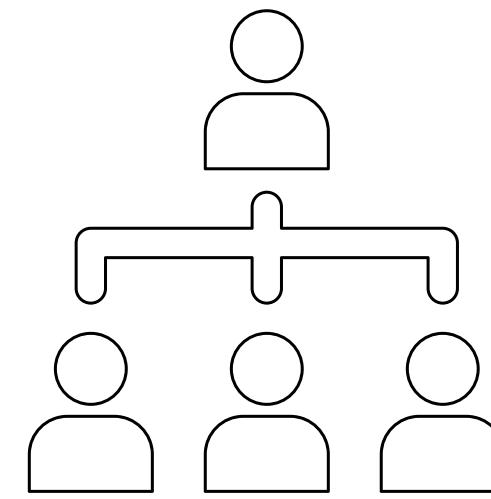
Interpersonal



Intragroup



Intergroup

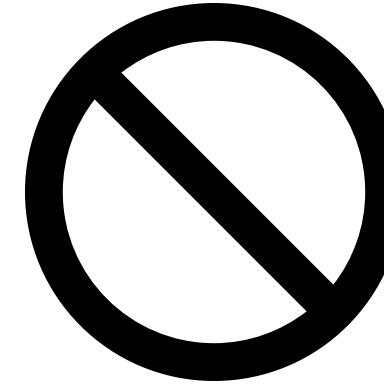


Structural

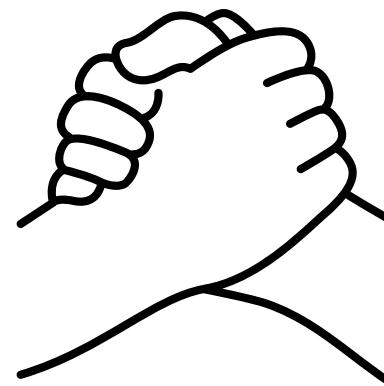
# Conflict Resolution Strategies



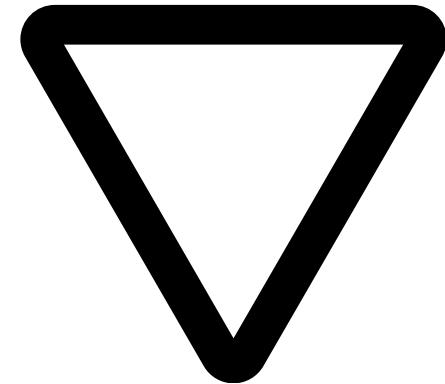
Competing (Forcing)



Avoiding (Withdrawning)



Collaborating (Win-Win)



Accommodating (Yielding)

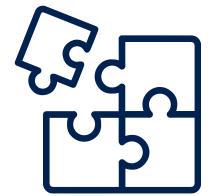


Compromising (Partial Win)



# Conflict Resolution in Business: The Harvard Approach

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## Separate People from the Problem

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- Focus on the issue, do not make it personal.



## Focus on Interest, not Positions

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- Position: what you say you want.
- Interest: the **why**



## Generate Options for Mutual Gains

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- Generate a brainstorm.
- Provide multiple solutions before deciding.



## Use Objective Criteria

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- Neutral standards.

# Best Alternative to a Negotiated Agreement (BATNA)

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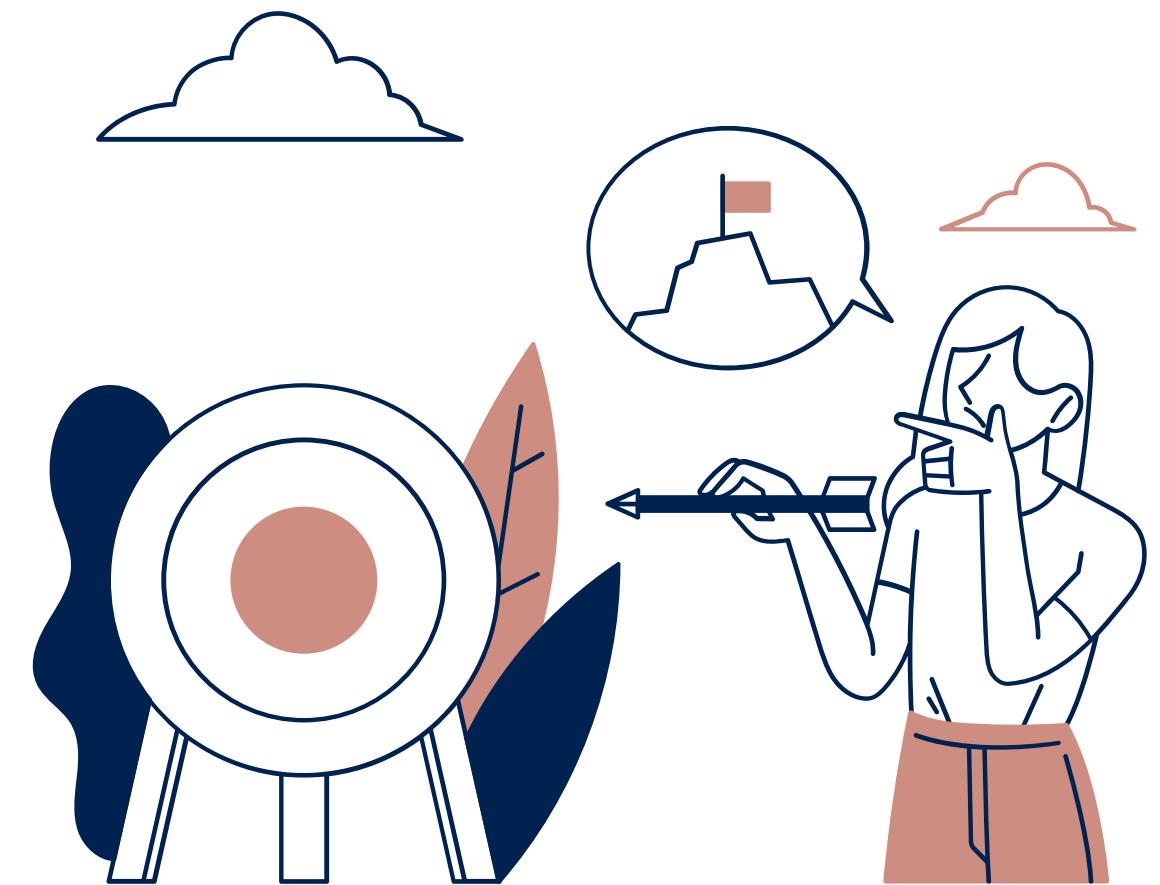


What happens if the  
negotiation fails?  
We need a **backup plan**.

## Conclusion

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- Conflicts happen every day.
- We must learn to navigate it.
- We must apply the most appropriate strategy to solve them.
- We will not always “win”.





# References

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