

WANT LESS CONFLICT? DO NOTHING.



**BUT FIRST, ADDRESS
THESE THREE QUESTIONS**

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WHAT EVER
HAPPENED IN
IOWA, 1939?

AUTOCRATIC

DEMOCRATIC

LAISSEZ-FAIRE

AUTOOCRATIC

DEMOCRATIC

LAISSEZ-FAIRE

AUTOOCRATIC

DEMOCRATIC

LAISSEZ-FAIRE



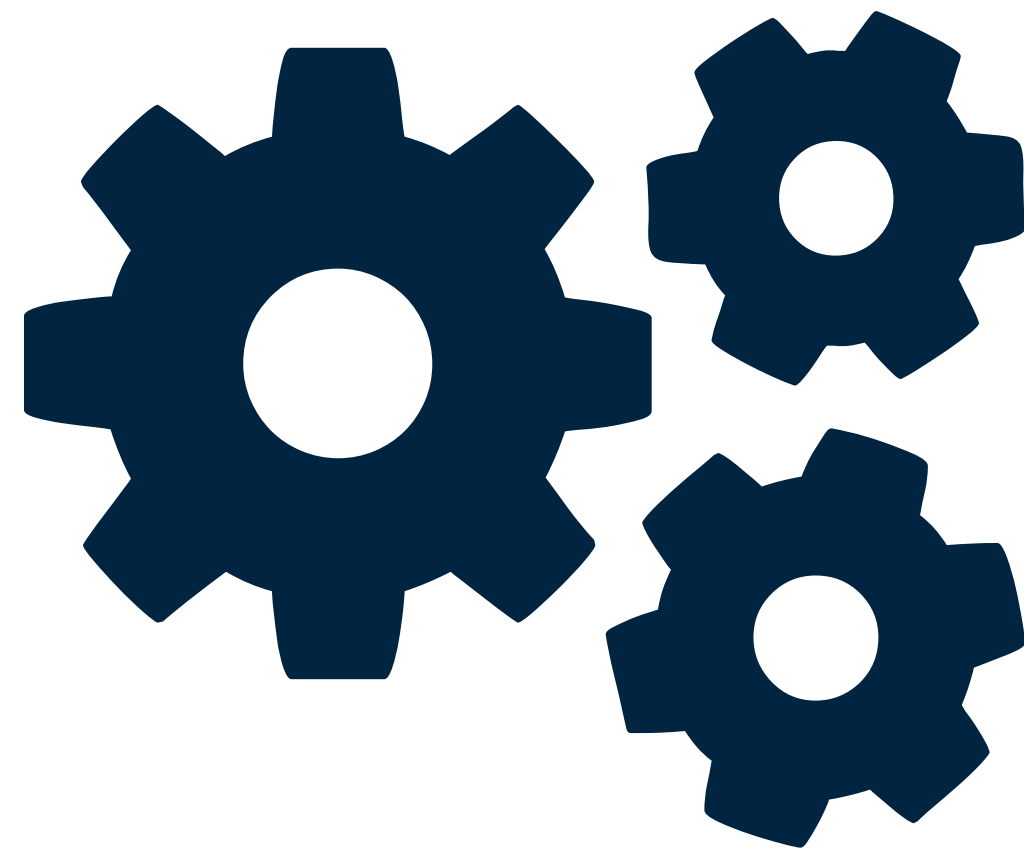
**CAN LEADERSHIP
EXPLAIN HOW
CONFLICTS ARE
SOLVED?**

TWO TYPES OF ORGANIZATIONAL CONFLICT

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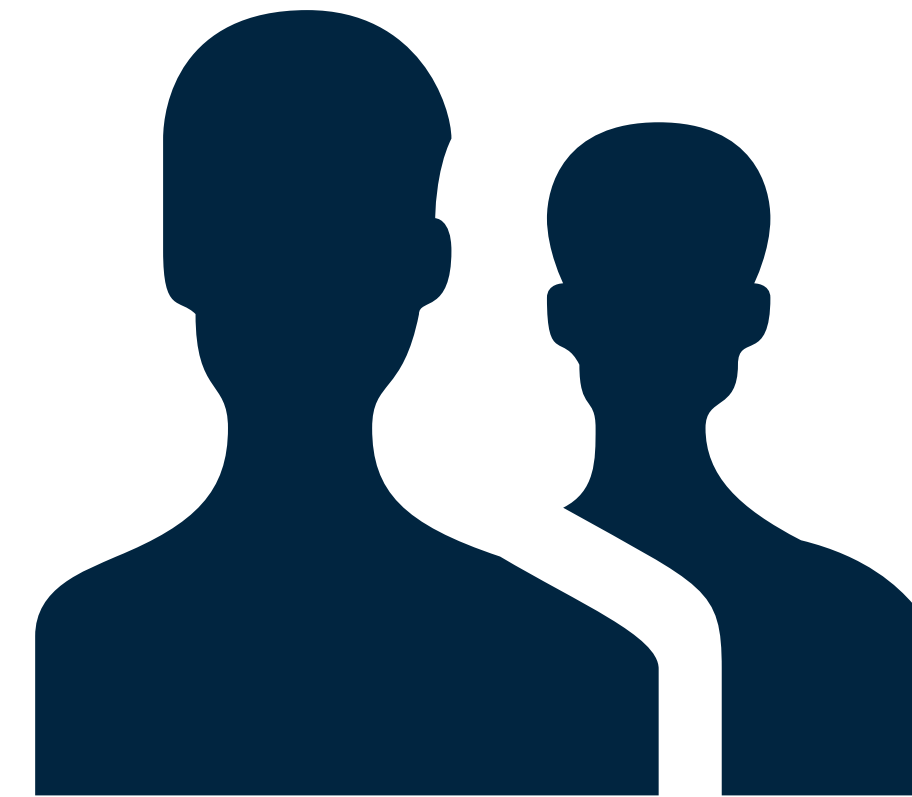
TASK CONFLICT

...disagreements among group members regarding the **ideas and processes** related to the task being performed



RELATIONSHIP CONFLICT

...disagreements among group members about **personal issues** that are not task related



THREE TYPES OF CONFLICT CULTURE



DOMINANT

Members of an organization seek **active confrontation and public victory**, often trying to subjugate other members of their team



COLLABORATIVE

Members try to address conflicts with **active, collective, and constructive dialogue**; active listening, mediation, and respect



AVOIDANT

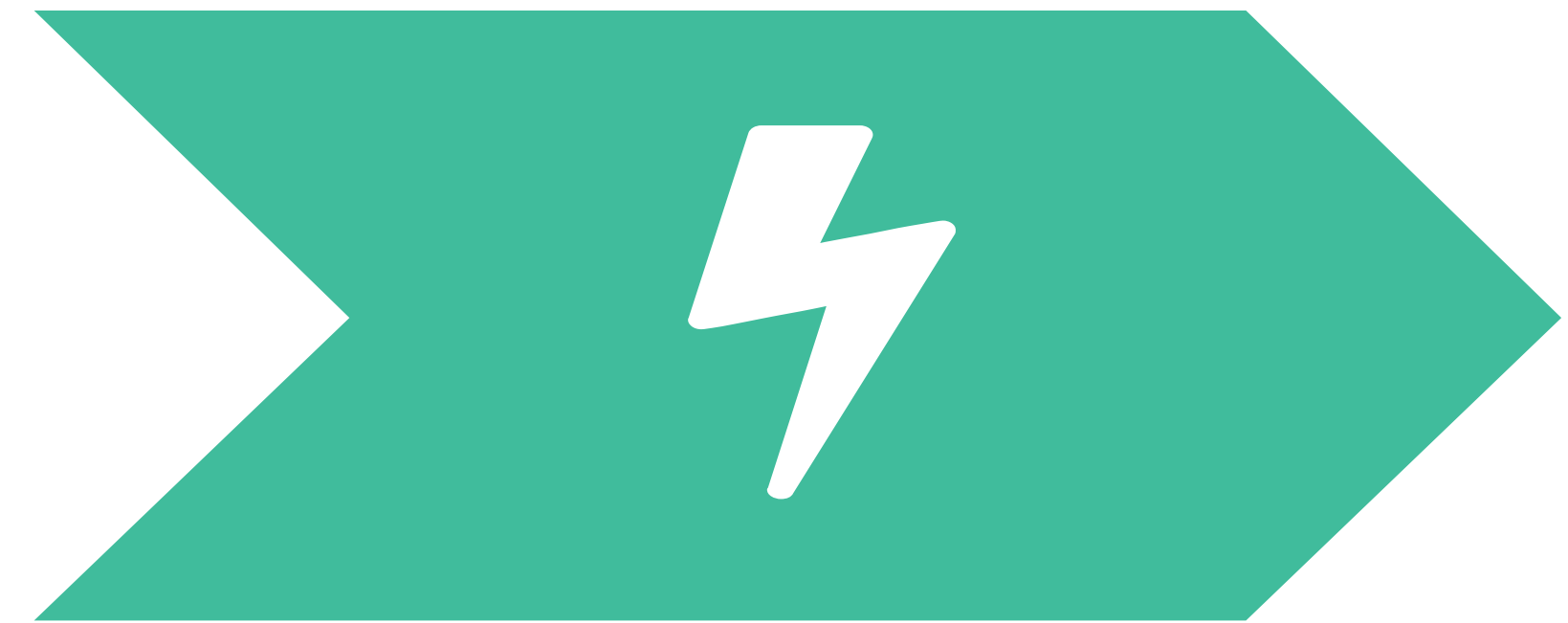
Organizational members **suppress and withdraw from conflict**; conflict is ignored, silenced and becomes a taboo subject

CAN LEADERSHIP EXPLAIN HOW CONFLICTS ARE SOLVED? 9




LEADERSHIP BEHAVIOR:

- Autocratic
- Democratic
- Laissez-faire




CONFLICT CULTURE:

- Dominant
- Collaborative
- Avoidant



*Being laissez-fair is particularly difficult for me. It took me years to **learn how to shut the fuck up**. For more than ten years, it was either „I will tell you how,” or „let’s talk,” depending on the context. (...) This is a different model. **You willingly restrict yourself to give space to others**. Now we’re on the next level. My opinion is still respected, relatively more than others’, for the sake of experience etc., but not because I was – or formally still am – the CEO.*



(...) I'm afraid of conflicts and I avoid them. People have different approaches, some push forward for confrontation, but I'm of the type who hides in corners and these tactics lead to bad consequences (...) Looking from the perspective of time, you neglect it [conflict], you pretend that everything is OK, until the moment it explodes.



*(...) “It’s kind of the part of the culture (...). **We had a series of coaching sessions and meetings when we were taught how to solve conflicts** (...) and now, at the employee level, conflicts are solved very fast.”*

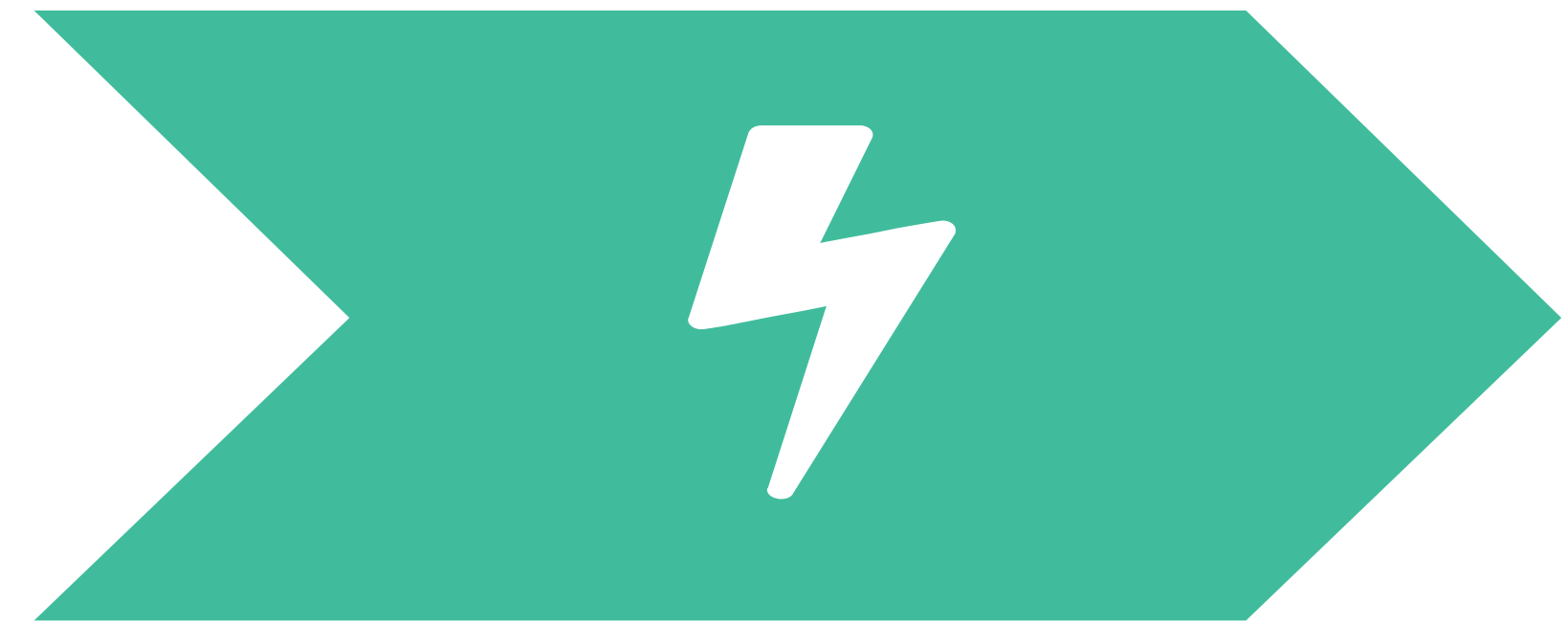
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CAN LEADERSHIP EXPLAIN HOW CONFLICTS ARE SOLVED?

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LEADERSHIP BEHAVIOR:

- Autocratic
- Democratic
- Laissez-faire

MODERATORS:

- Reasons
- Expectations
- Resources

CONFLICT CULTURE:

- Dominant
- Collaborative
- Avoidant

REASONS FOR LETTING

GO EXPECTATIONS OF

A LEADER CONFLICT

MANAGEMENT SKILLS

& RESOURCES

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***“IF YOU WANT TRULY
TO UNDERSTAND
SOMETHING,
TRY TO CHANGE IT.***

Kurt Lewin

THANK YOU FOR YOUR ATTENTION, STAY IN TOUCH!

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