

# Secrets of Conflict Resolution

**Chad Green**

Director of IT Architecture  
**Glennis Solutions**

Level: Introductory

Your Code Powers the World.  
Our Training Powers You.

# Who is Chad Green

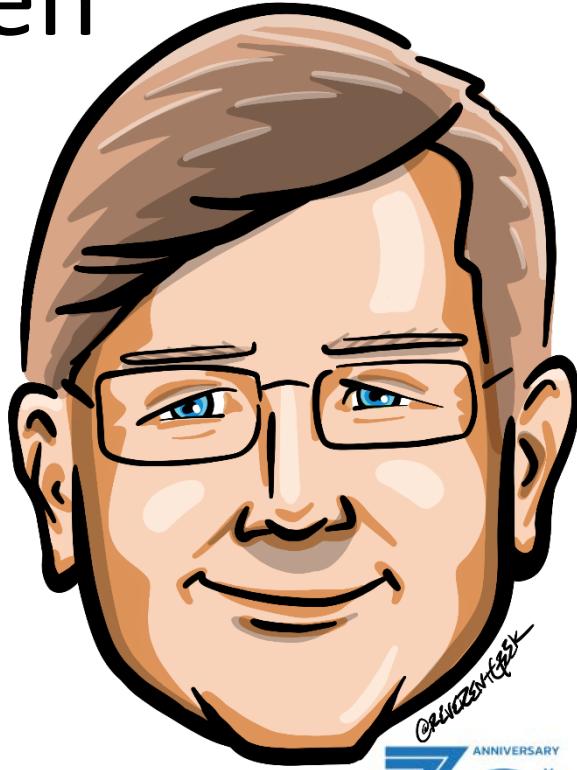
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🐦 ChadGreen & TaleLearnCode

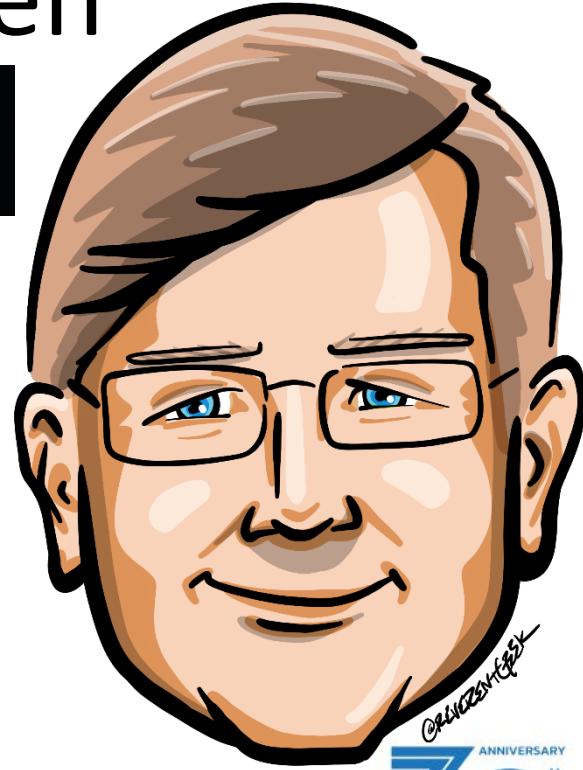
linkedin ChadwickEGreen



# Who is Chad Green



- IT Architecture Director
- President / Conference Chair
- Director of Software Development
- Data & Solutions Architect
- Service Delivery Manager
- Project Manager
- Technical Lead
- Consultant
- Programmer/Analyst
- Programmer
- Aircraft Maintenance Administration Specialist



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# Agenda

- What is Conflict and Conflict Resolution
- Common Approaches to Conflict Resolution
- Understanding Group Dynamics
- Tips for Managing Conflict



# What is conflict?



# What is conflict?



Good discussion about  
the possibilities



Not bad, but not good



Things starting to fall  
apart

# What is conflict?



Oh goodness, this  
cannot be good



Now this is  
really serious

# Workplace Conflict

85% of US employees experience conflict and spend 2.8 hours per week dealing with it

85%

\$359

Significant loss of organization productivity costs \$359 billion a year

27% of employees witnessed personal attacks

27%

25%

25% say avoiding conflict results in sickness/absences

31% of managers think they handle conflict effectively

31%

78%

78% of employees disagree

95% of those who receive training say it is the biggest driver for success

95%

60%

Nearly 60% have never received training



# Workplace Conflict

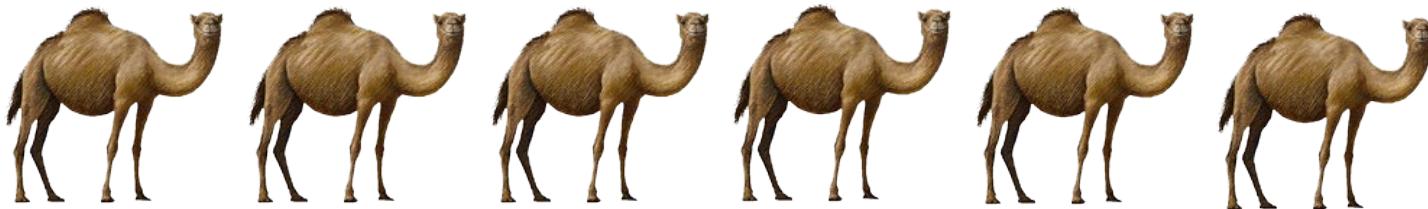
75%

75% of employees report positive outcomes from conflict that would have not been realized without conflict

# What is Conflict Resolution



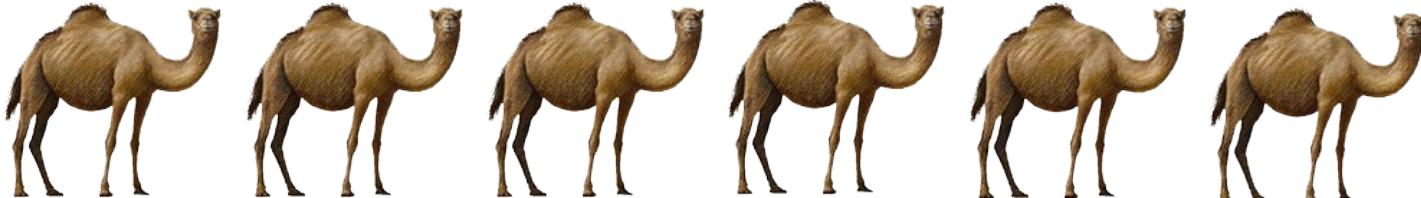
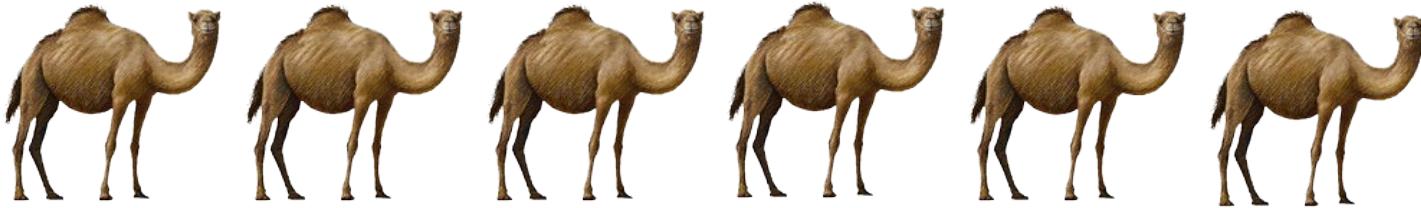
# What is Conflict Resolution



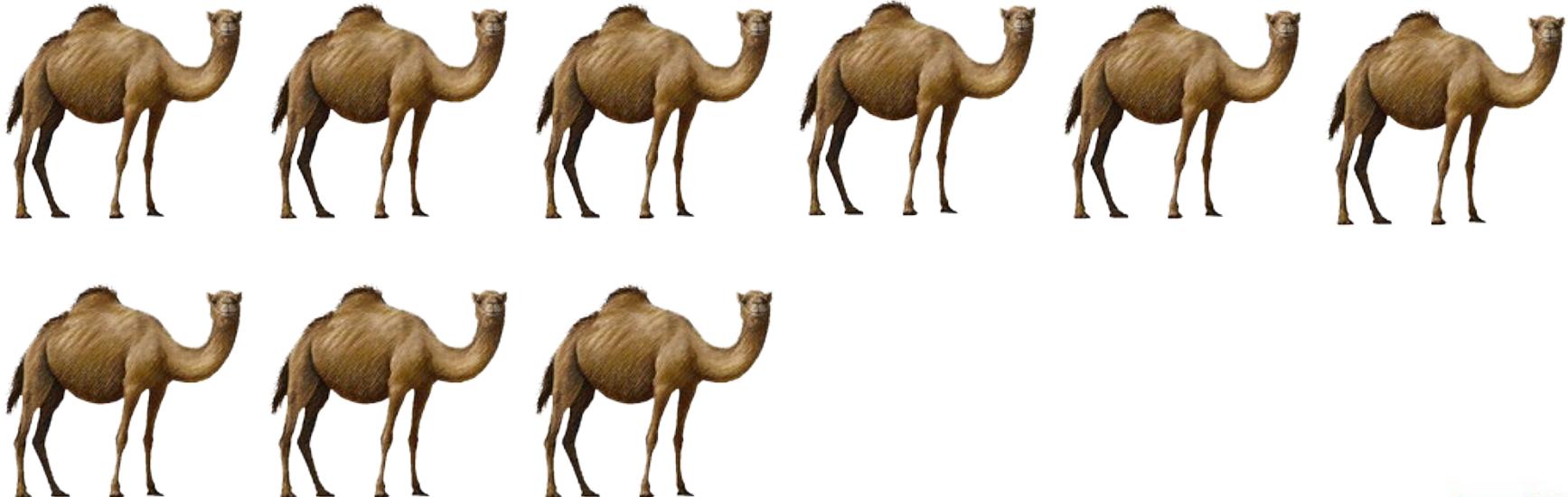
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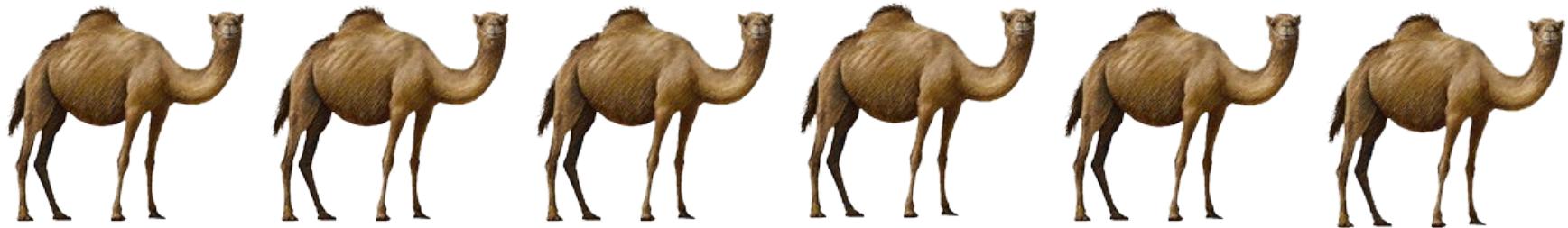
# What is Conflict Resolution



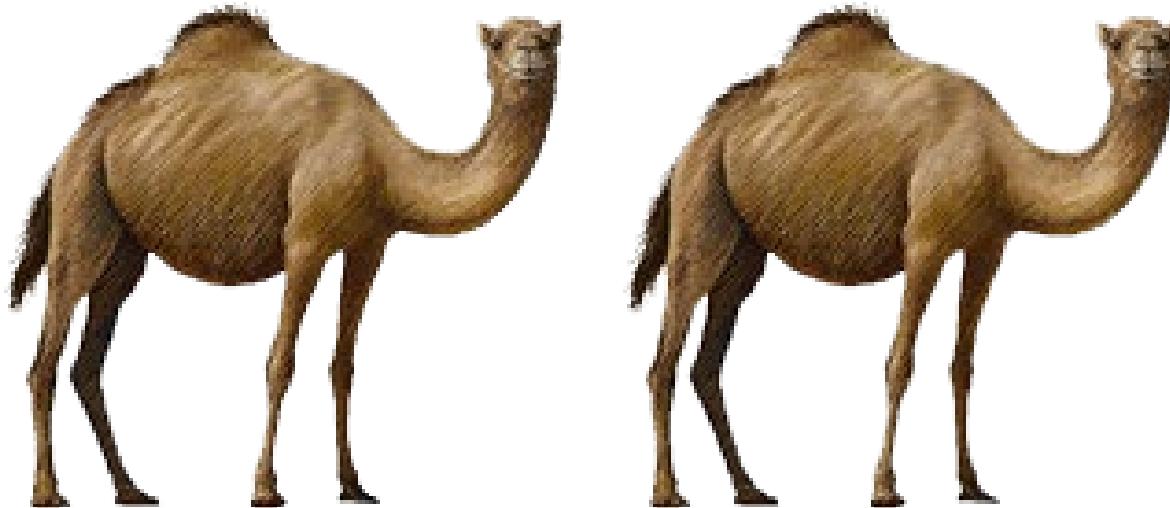
# What is Conflict Resolution



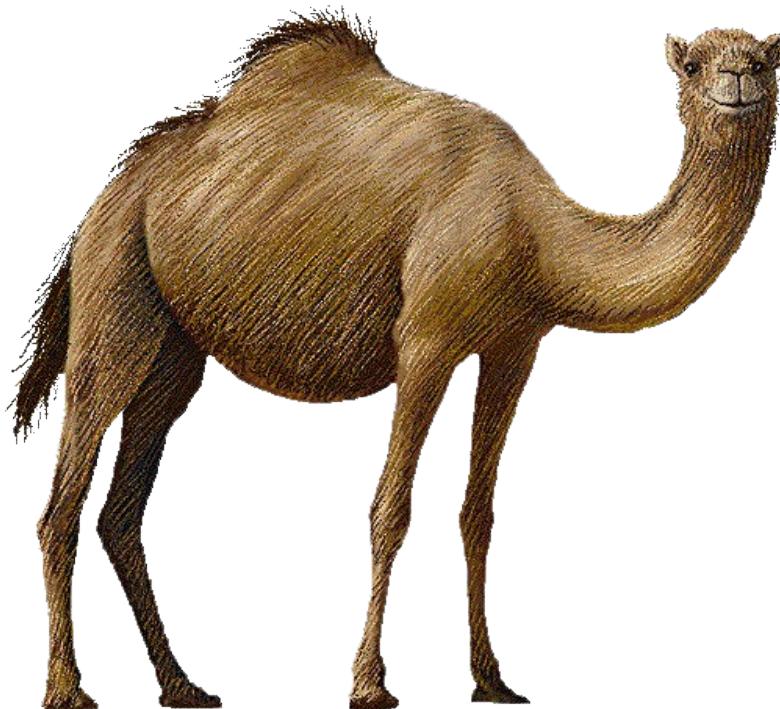
# What is Conflict Resolution



# What is Conflict Resolution



# What is Conflict Resolution



# What is Conflict Resolution





Peace is not the absence  
of conflict, it is the ability  
to handle conflict by  
peaceful means.

Ronald Reagan

Secrets of Conflict Resolution

# APPROACHES TO CONFLICT RESOLUTION



# Collaboration



Problem  
Solving  
Confronting  
Integrating

VERSARY

th



# Win/Win Collaboration

## Collaboration

- Multiple viewpoints and insights from different perspectives
- Rational problem solving
- Focusing on the issues
- Looking at alternative approaches
- Selecting best alternative



# Collaboration



## When to use?

- Consensus and commitment is important
- Collaborative environment
- Address interest of multiple stakeholders
- High level of trust is present
- Long-term relationship is important
- Work through hard feelings, animosity, etc.
- Do not want full responsibility

# Collaboration

## Advantages

- Solves the actual problem
- Win-Win outcome
- Reinforces mutual trust and respect
- Foundation for effective collaboration
- Shared responsibility
- Earn the reputation of good negotiator
- Outcome is less stressful



# Collaboration



## Disadvantages

- Requires commitment from all parties
- May require more effort and time
- Not practical when timing is critical
- Must continue collaborative efforts

# Compromise



Give and  
take  
Reconciling

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# Compromise

- Bargain to reach a mutually acceptable solution

Lose/Lose



# Compromise



## When to Use?

- Both parties need to win
- Goals are moderately important
- Temporary settlement on complex issues
- Expedient solutions on important issues
- Involved parties do not know each other
- Collaboration or forcing does not work

# Compromise

## Advantages

- Faster issue resolution
- Provides a temporary solution
- Lowers tension and stress



# Compromise



## Disadvantages

- Both parties are not satisfied
- Does not build trust
- Close monitoring and control

# Accommodation



Smooth  
Obliging

# Accommodation

- Areas of agreement are emphasized
- Areas of disagreement are downplayed

Lose/Win



# Accommodation

## When to use?

- Provide a temporary relief or buy time
- Issue not as important to you
- You accept you are wrong
- You have no choice/continued competition would be detrimental



# Accommodation



## Advantages

- More difficult to transition to win-win
- Some supporters may not like your response

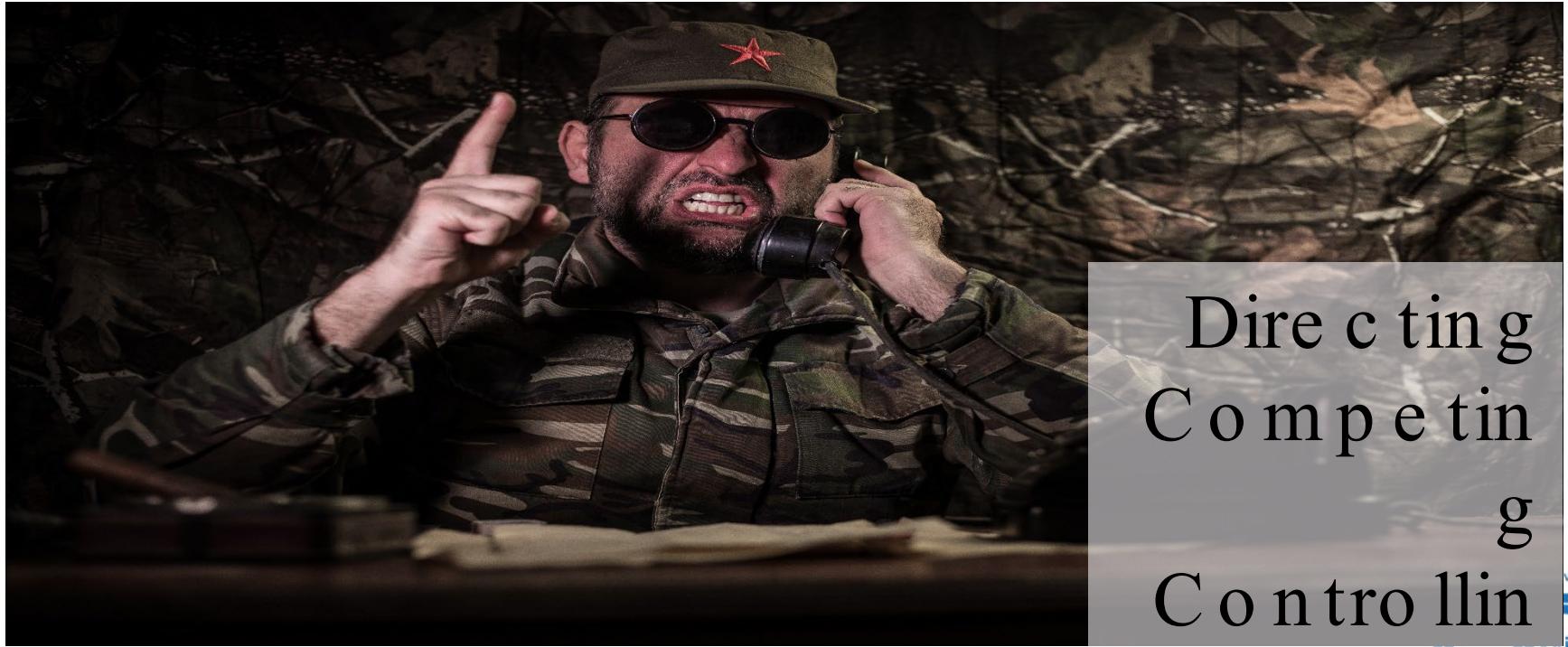
# Accommodation



## Disadvantages

- Protects more important interest
- Opportunity to reassess the situation

# Force



Dire c tin g  
C o m p e tin  
g  
C o n tro llin  
g

VERSARY

th



# Force

- Pushing viewpoint at expense of another
- Assertiveness is hallmark
- Addresses conflict head-on

Win/Lose



# Force



## When to use?

- Other methods do not work
- Stand up for your rights
- Quick resolution is required
- Last resort to long-lasting conflict

# Force

## Advantages

- Quick resolution
- Increases self-esteem/respect



# Force



## Disadvantages

- Negatively affect relationship
- Opponent reacts in same way
- Lots of energy
- Cannot take advantage of other side's position

# Withdrawal



Avoidance

# Withdrawal

- Retreat or postpone a decision on a problem
- Not best choice for resolving conflict
- Not giving up – sidestepping or postponing



# Withdrawal



## When to use?

- Trivial issue not worth effort
- More important pressing issues
- postponing response is beneficial
- No chance of getting concerns met
- Have to deal with hostility
- Unable to handle conflict

# Withdrawal

## Advantages

- Postpone until more favorable circumstance
- Low stress approach
- Ability/time to focus on more important/urgent issues
- Time to be better prepared



# Withdrawal



## Disadvantages

- Lead to weaking or losing position
- Interpreted as agreement
- Negatively affect relationship with others

Secrets of Conflict Resolution

# EXERCISE



# Exercise

“Do it my way!”

Force



# Exercise

“Let’s calm down and get the job done!”

Accommodation



# Exercise

“Let us do a little of what both of you suggest.”

Compromise



# Exercise

“Let’s deal with this issue next week.”

Withdrawal



# Exercise

“Pat and Amanda, both of you want this project to cause as little distraction to your departments as possible. With that in mind, I am sure we can come to be agreement on the purchase of equipment and what is best for the project.”

## Accommodation



# Exercise

“We have talked about new computers enough.  
I do not want to get the computers, and that it  
is!”

Force



# Exercise

“Pat, you say the project should include the purchase of new computers, and Amanda, you say the project can use existing equipment. I suggest we perform the following test on the existing equipment to determine if it needs to be replaced.”

## Collaboration



# Exercise

“Let’s see what everyone thinks, and try to reach a consensus.”

# Collaboration



# Exercise

“Since we cannot decide on the purchase of new computers, we will have to wait until our meeting next month.”

Withdrawal



# Exercise

“Pat, what if we get new computers for the design activity on the project and use the existing computers for the monitoring functions?”

# Compromise



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# UNDERSTANDING GROUP DYNAMICS



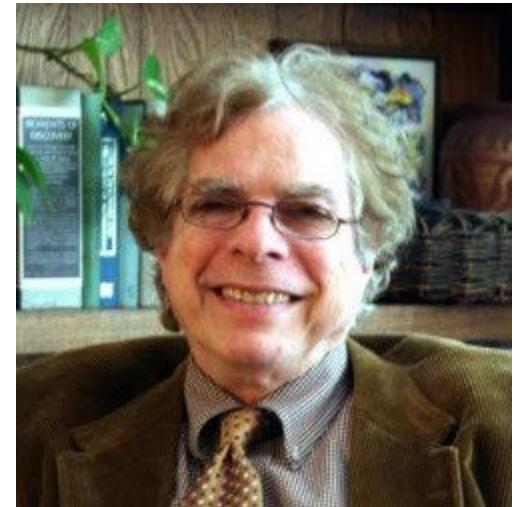


How can there be peace  
without people  
understanding each other;  
and how can this be if they  
don't know each other?

Lester B. Pearson

# Group Dynamics

Karpman  
Drama Triangle



# Karpman Drama Triangle



Persecutor

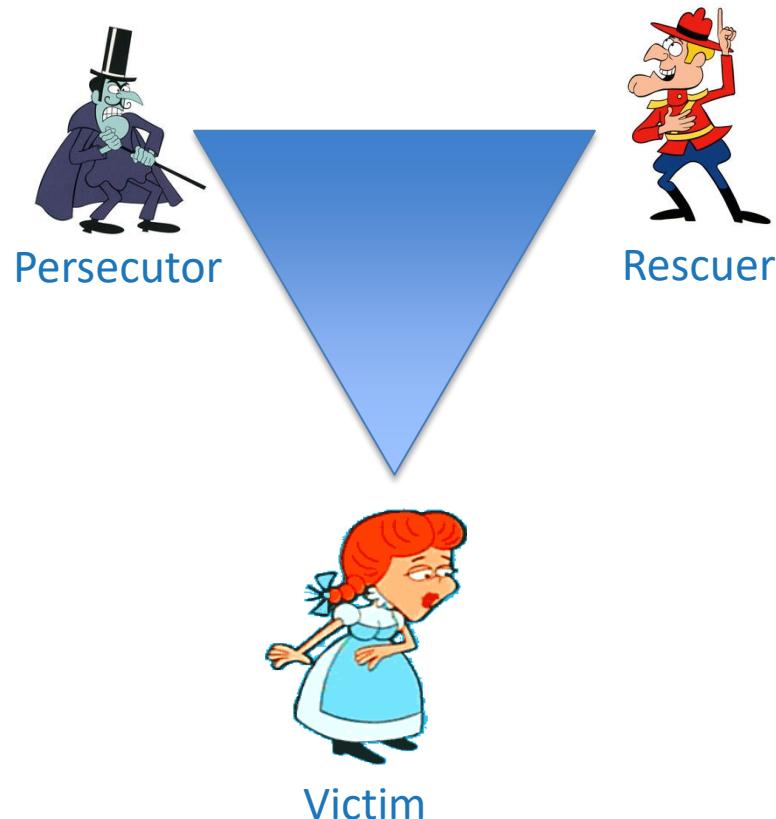


Rescuer



Victim

# Karpman Drama Triangle



# Little Red Riding Hood

Karpman Drama Triangle



# Little Red Riding Hood



# Little Red Riding Hood



# Little Red Riding Hood



# Little Red Riding Hood



# Little Red Riding Hood



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# Little Red Riding Hood - Analysis



Rescuer

Victim

Persecutor



# Little Red Riding Hood - Analysis



Persecutor



# Little Red Riding Hood - Analysis



Victim



# Little Red Riding Hood - Analysis



Persecutor

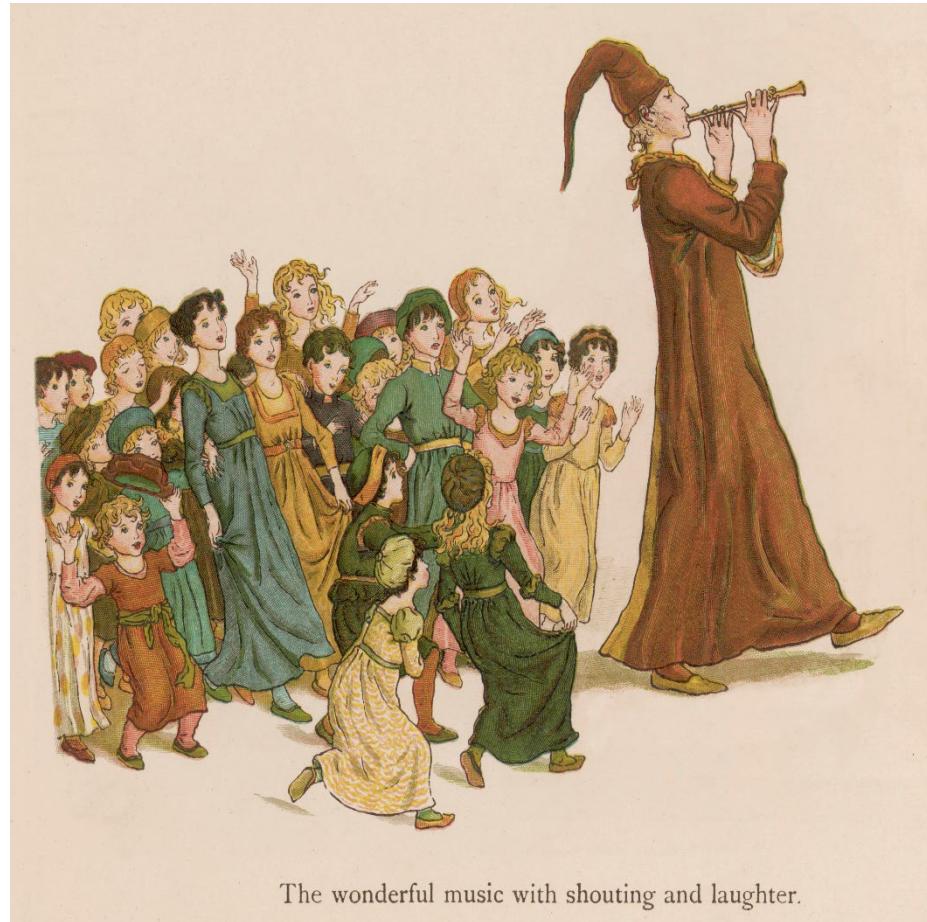


Rescuer



# Pied Piper

Karpman Drama Triangle



The wonderful music with shouting and laughter.

# Pied Piper - Analysis

Pied Piper



Mayor



Children



# Cinderella

Karpman Drama Triangle

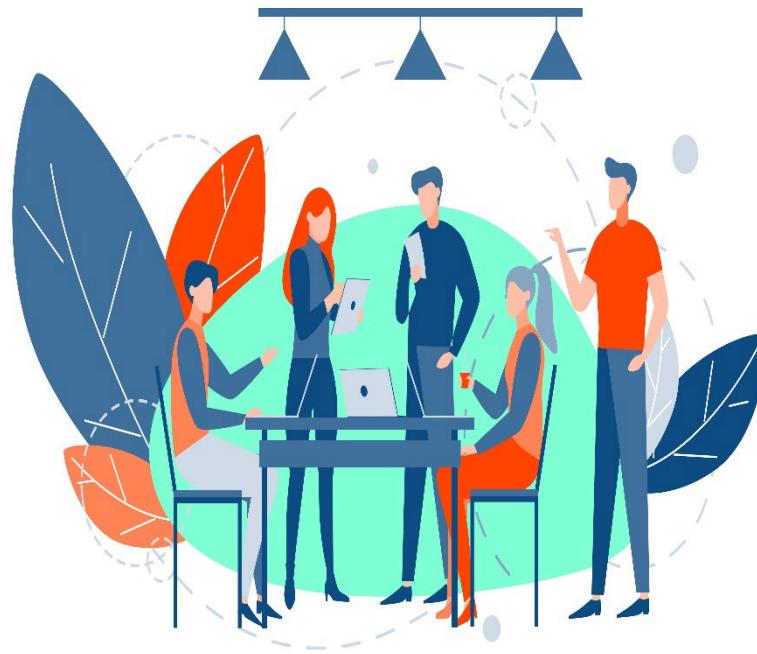


# Cinderella - Analysis



# Software Development Team

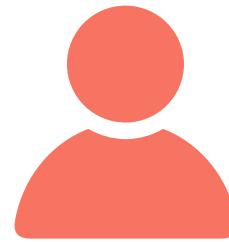
Karpman Drama Triangle



# Software Development Team Scenario



Bob



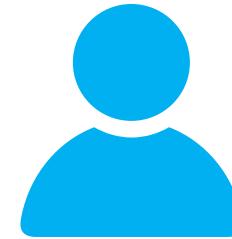
Alice

# Software Development Team Scenario



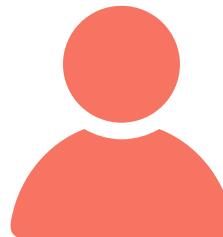
Alice

Rescuer



Bob

Persecutor



Alice

Victim

Secrets of Conflict Resolution

# TIPS TO MAKE YOU A CONFLICT RESOLUTION SUPERSTAR



# Tackle the issue after both parties have calmed down

Tips to Make You a Conflict Resolution Superstar



# Maintain a positive outlook

Tips to Make You a Conflict Resolution Superstar



# Practice active listening

Tips to Make You a Conflict Resolution Superstar



# Consider your role in the conflict

Tips to Make You a Conflict Resolution Superstar



# Organize a staff meeting

Tips to Make You a Conflict Resolution Superstar



# Seek first to understand

Tips to Make You a Conflict Resolution  
Superstar



# Alert human resources

Tips to Make You a Conflict Resolution  
Superstar



# Find a mediator

Tips to Make You a Conflict Resolution  
Superstar



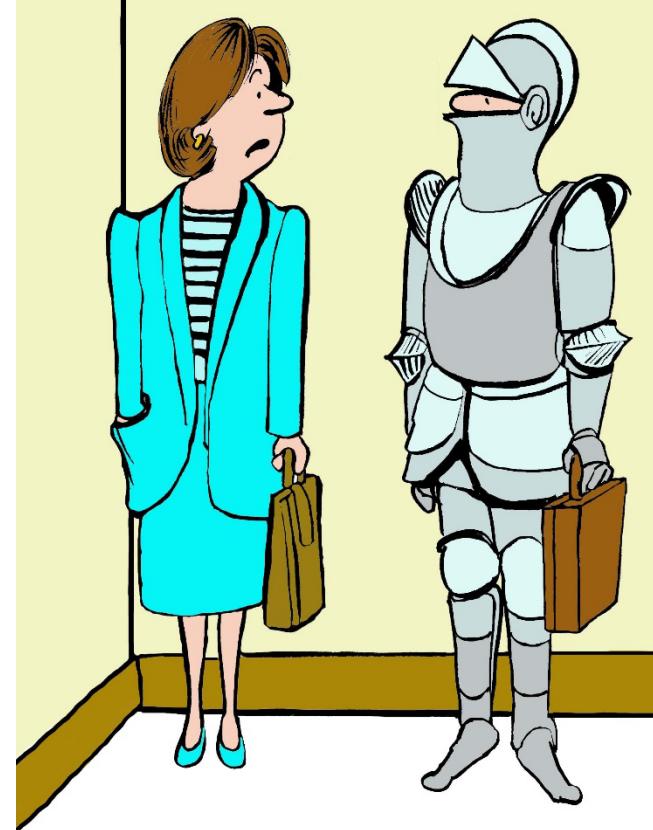
# Be introspective

Tips to Make You a Conflict Resolution  
Superstar



# Expect conflict

Tips to Make You a Conflict Resolution Superstar



**“You look sufficiently armored for this afternoon’s meeting.”**

# **Everyone is different**

Tips to Make You a Conflict Resolution  
Superstar



# Thank You!

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