

SECRETS OF CONFLICT RESOLUTION



**PRAIRIE
DEV CON**

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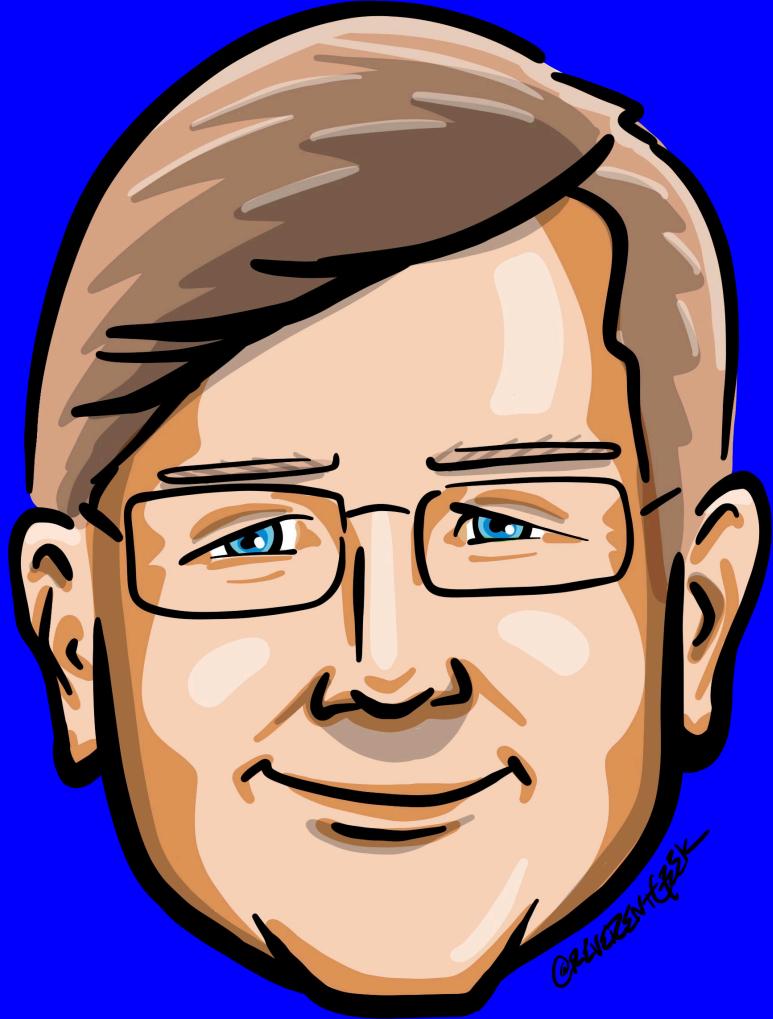
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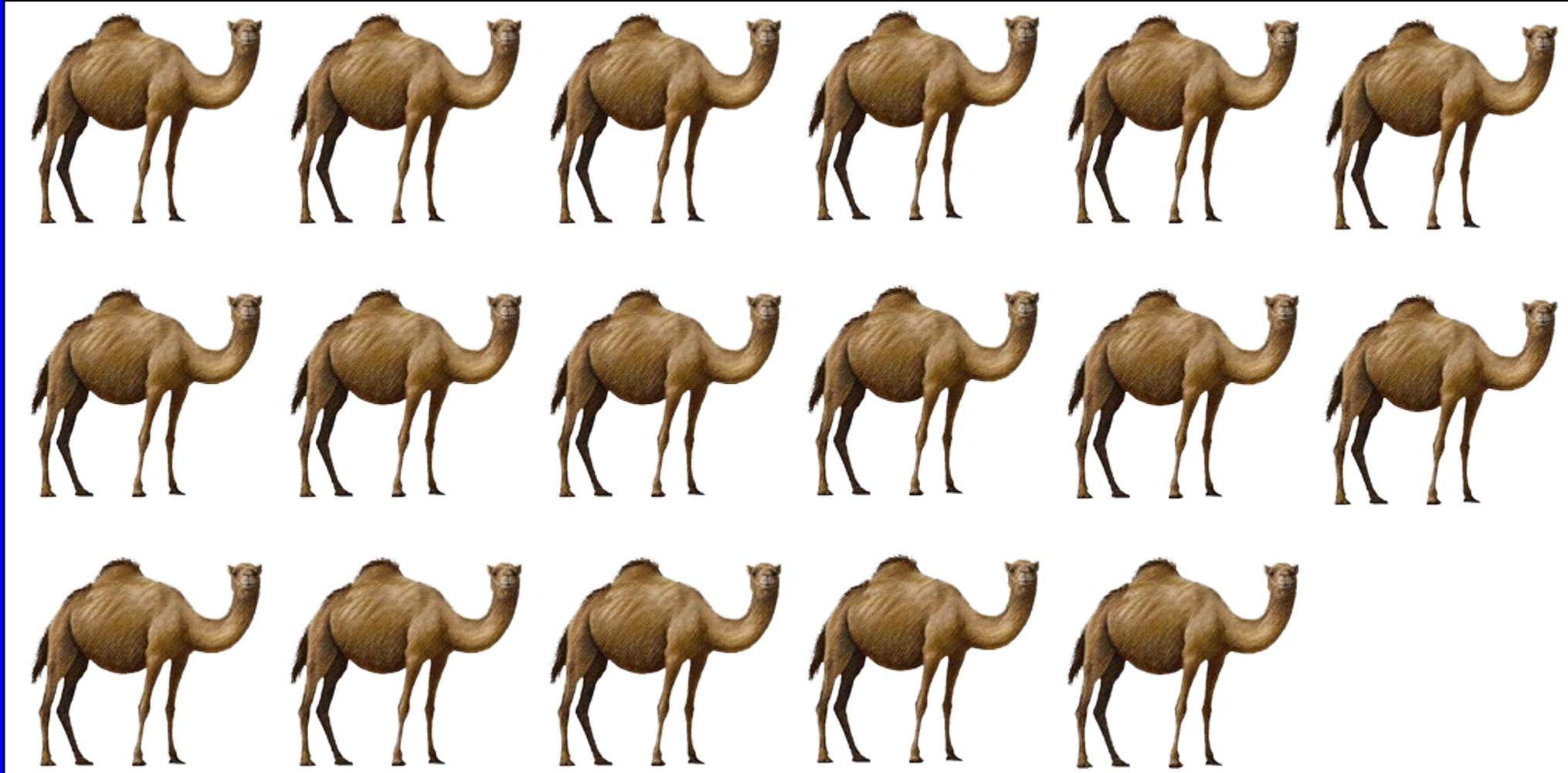
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What is Conflict Resolution



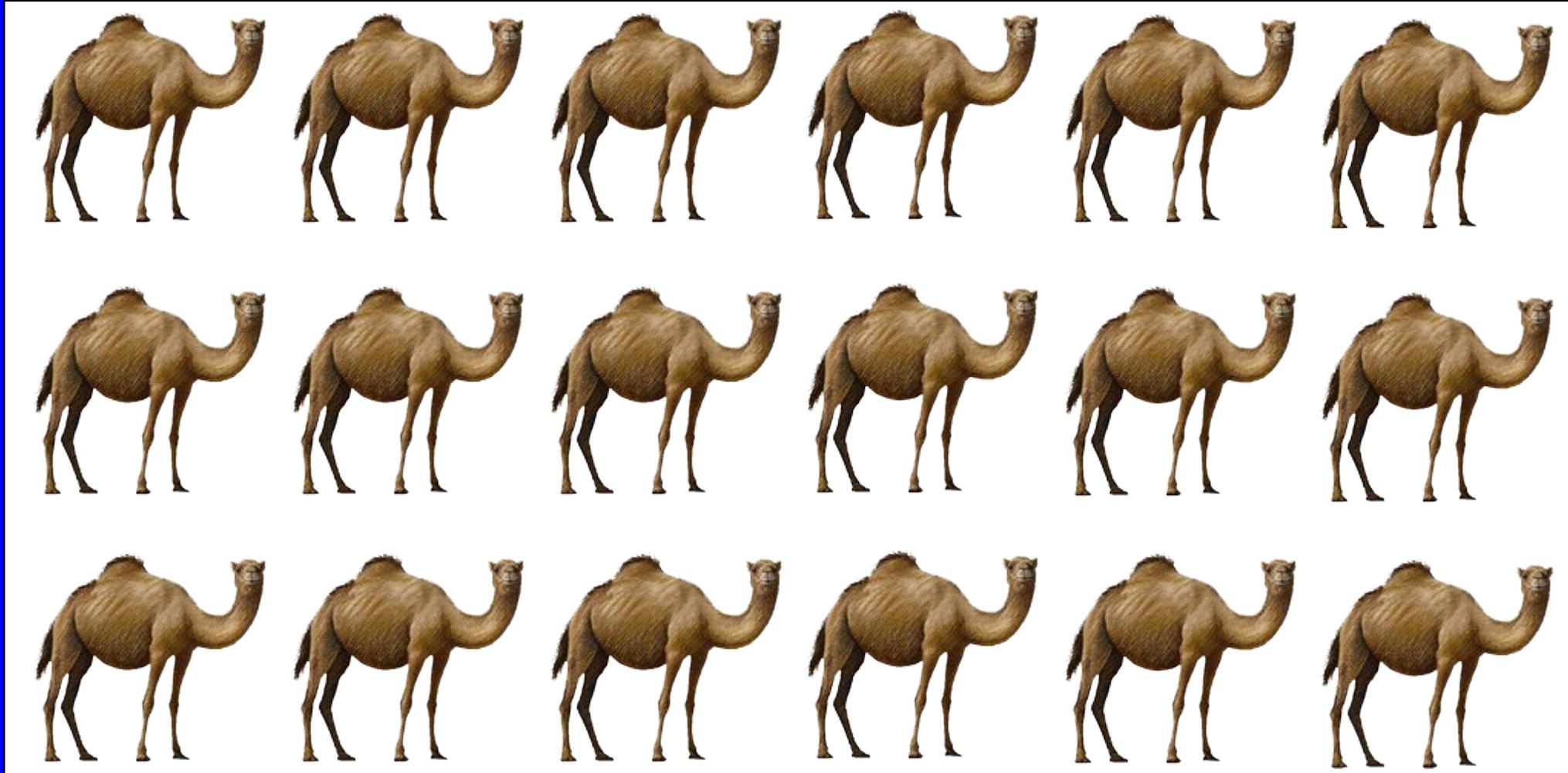
What is Conflict Resolution



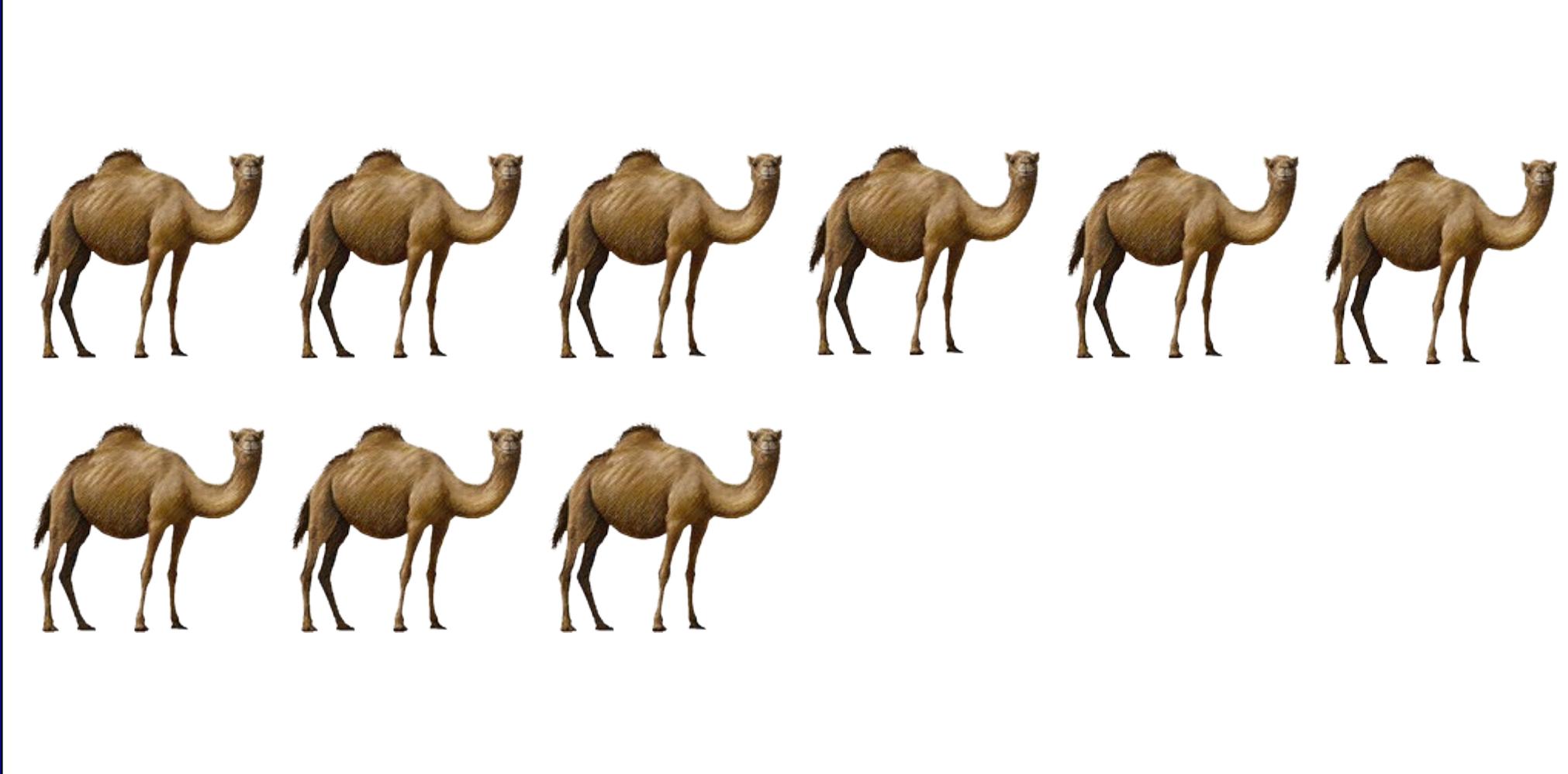
What is Conflict Resolution



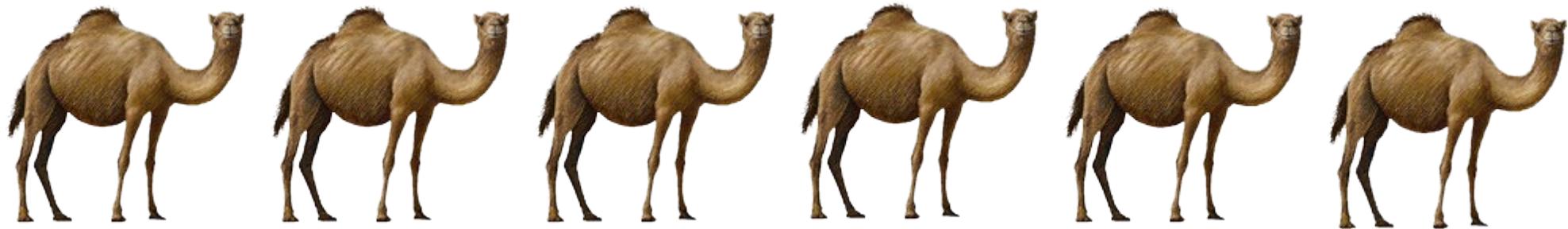
What is Conflict Resolution



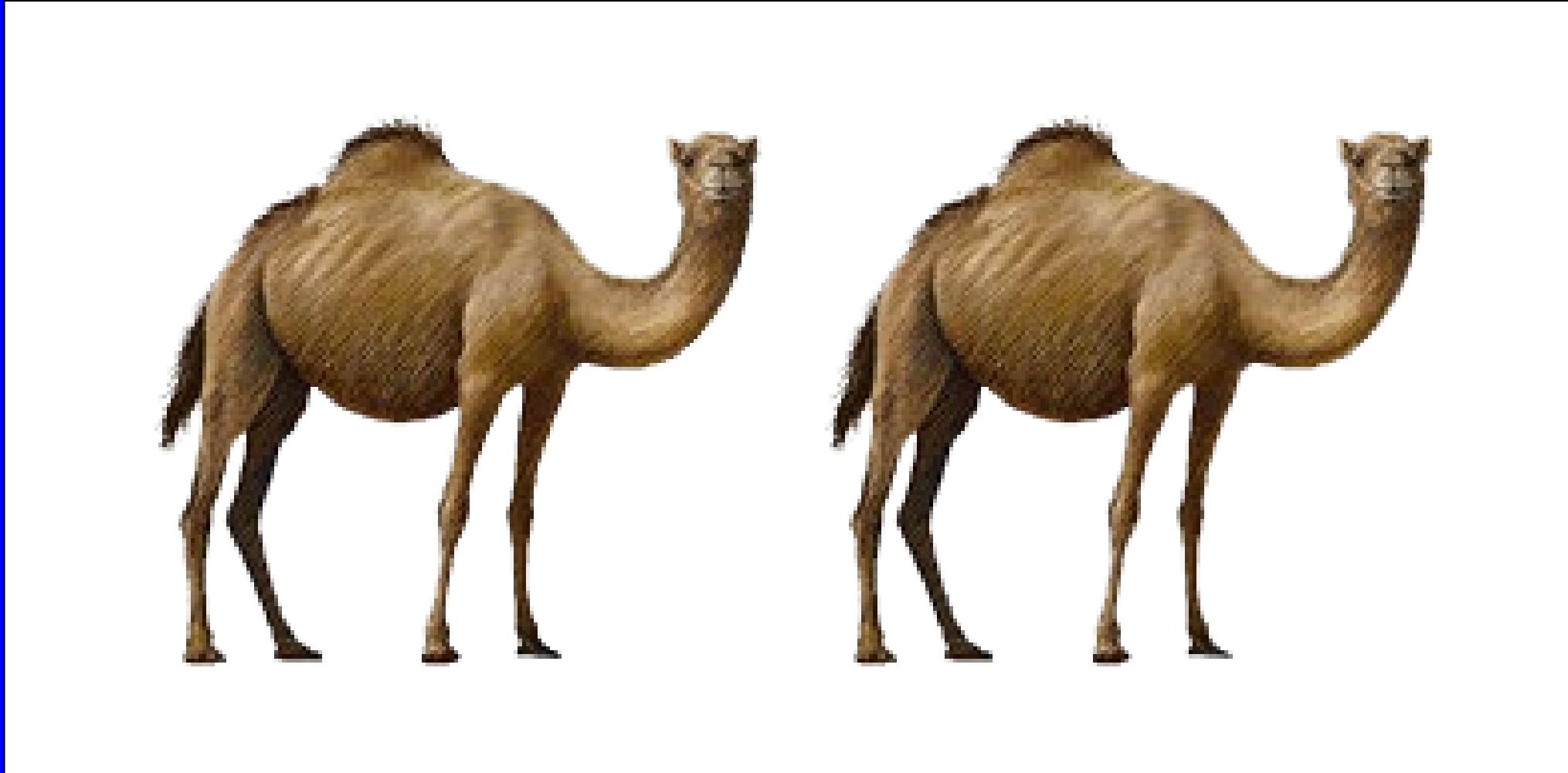
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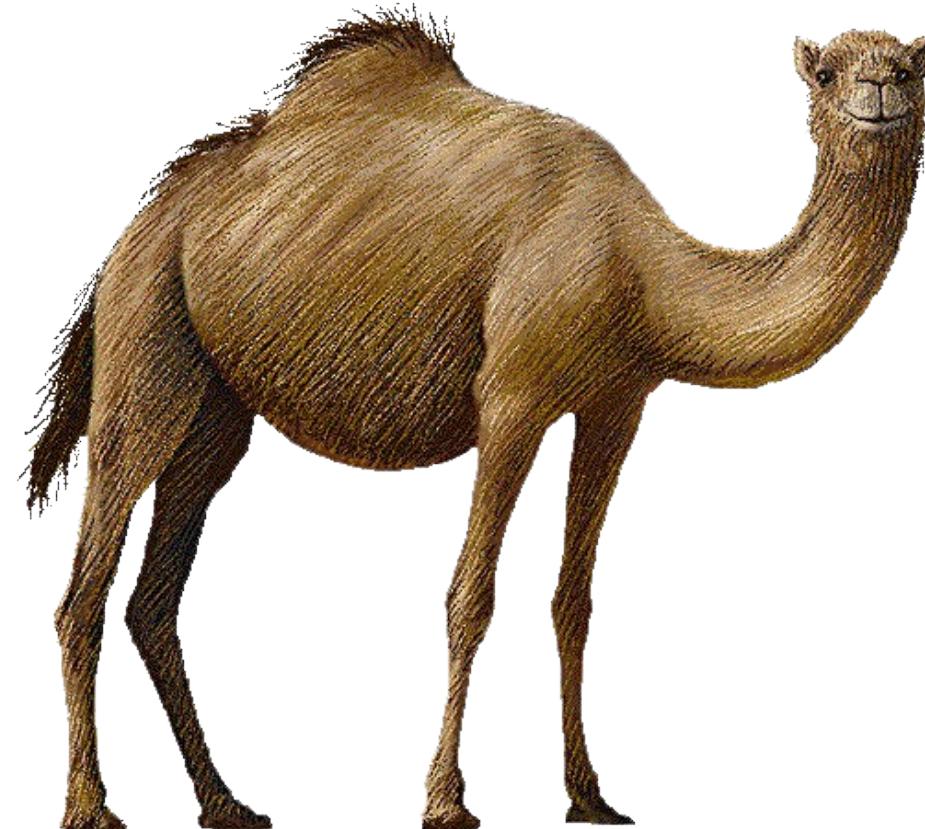
What is Conflict Resolution



What is Conflict Resolution



What is Conflict Resolution



What is Conflict Resolution



Workplace conflict

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

27% of employees witnessed personal attacks

31% of managers think they handle conflict effectively

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



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

25% say avoiding conflict results in sickness/absences

78% of employees disagree

Nearly 60% have never received training

Workplace conflict



75%

A large yellow circle with a black outline, centered on a blue background. Inside the circle, the number "75" is written in a large, bold, black sans-serif font, followed by a percentage sign "%".

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





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

Ronald Regan

Approaches to Conflict Resolution

Secrets of Conflict Resolution

Collaboration

Collaboration

Win/Win

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

Collaboration – When to use?

Consensus and commitment is important

Collaborative environment

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Collaborative environment

Address interest of multiple stakeholders

Collaboration – When to use?

Consensus and commitment is important

Collaborative environment

Address interest of multiple stakeholders

High level of trust is present

Collaboration – When to use?

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Address interest of multiple stakeholders

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Long-term relationship is important

Collaboration – When to use?

Consensus and commitment is important

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Address interest of multiple stakeholders

High level of trust is present

Long-term relationship is important

Work through hard feelings, animosity, etc.

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

Collaboration – Advantages

Solves the actual
problem

Win-Win Outcome

Collaboration – Advantages

Solves the actual problem

Win-Win Outcome

Reinforces mutual trust and respect

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Reinforces mutual trust and respect

Foundation for effective collaboration

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Shared 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

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

Collaboration – Disadvantages

Requires commitment
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May require more effort
and time

Collaboration – Disadvantages

Requires commitment
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May require more effort
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Not practical when
timing is critical

Collaboration – Disadvantages

Requires commitment
from all parties

May require more effort
and time

Not practical when
timing is critical

Must continue
collaborative efforts

Compromise

Compromise

Bargain to reach a mutually acceptable solution

Lose/Lose

Compromise – When to use?

Both parties need to win

Compromise – When to use?

Both parties need to win

Goals are moderately important

Compromise – When to use?

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Goals are moderately important

Temporary settlement on complex issues

Compromise – When to use?

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Temporary settlement on complex issues

Expedient solutions on important issues

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Expedient solutions on important issues

Involved parties do not know each other

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

When collaboration or forcing does not work

Compromise – Advantages

Faster issue resolution

Compromise – Advantages

Faster issue resolution

Provides a temporary
solution

Compromise – Advantages

Faster issue resolution

Provides a temporary solution

Lowers tension and stress

Compromise – Disadvantages

Both parties are not satisfied

Compromise – Disadvantages

Both parties are not satisfied

Does not build trust

Compromise – Disadvantages

Both parties are not satisfied

Does not build trust

Close monitoring and control

Accommodation

Accommodation

Areas of agreement are emphasized

Areas of disagreement are downplayed

Lose/Win

Accommodation – When to use?

Provide a temporary
relief or buy time

Accommodation – When to use?

Provide a temporary relief or buy time

Issue not as important to you

Accommodation – When to use?

Provide a temporary relief or buy time

Issue not as important to you

You accept you are wrong

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

Protect more important
interests

Accommodation – Advantages

Protect more important
interests

Opportunity to reassess
the situation

Accommodation – Disadvantages

Risk of being abused

Accommodation – Disadvantages

Risk of being abused

Affects your confidence

Accommodation – Disadvantages

Risk of being abused

Affects your confidence

More difficult to transition to win-win

Accommodation – Disadvantages

Risk of being abused

Affects your confidence

More difficult to transition to win-win

Some supporters may not like your response

Force

Force

Win/Lose

Pushing viewpoint at expense of another

Assertiveness is hallmark

Addresses conflict head-on

Force – When to use?

Other methods do not
work

Force – When to use?

Other methods do not work

Stand up for your rights

Force – When to use?

Other methods do not work

Stand up for your rights

Quick resolution is required

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

Force – Advantages

Quick Resolution

Increases self-esteem/respect

Force – Disadvantages

Negatively affect
relationship

Force – Disadvantages

Negatively affect
relationship

Opponent reacts in same
way

Force – Disadvantages

Negatively affect relationship

Opponent reacts in same way

Lots of energy

Force – Disadvantages

Negatively affect relationship

Opponent reacts in same way

Lots of energy

Cannot take advantage of other side's position

Withdrawal

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

Withdrawal – When to use?

Trivial issue not worth effort

More important pressing issues

Withdrawal – When to use?

Trivial issue not worth effort

More important pressing issues

When postponing response is beneficial

Withdrawal – When to use?

Trivial issue not worth effort

More important pressing issues

When postponing response is beneficial

No chance of getting concerns met

Withdrawal – When to use?

Trivial issue not worth effort

More important pressing issues

When postponing response is beneficial

No chance of getting concerns met

Have to deal with hostility

Withdrawal – When to use?

Trivial issue not worth effort

More important pressing issues

When postponing response is beneficial

No chance of getting concerns met

Have to deal with hostility

Unable to handle conflict

Withdrawal – Advantages

Postpone until you are in
a more favorable
circumstance

Withdrawal – Advantages

Postpone until you are in
a more favorable
circumstance

Low stress approach

Withdrawal – Advantages

Postpone until you are in
a more favorable
circumstance

Low stress approach

Ability/time to focus on
more important/urgent
issues

Withdrawal – Advantages

Postpone until you are in
a more favorable
circumstance

Low stress approach

Ability/time to focus on
more important/urgent
issues

Time to be better
prepared

Withdrawal – Disadvantages

Lead to weakening or
losing position

Withdrawal – Disadvantages

Lead to weakening or
losing position

Interpreted as
agreement

Withdrawal – Disadvantages

Lead to weakening or
losing position

Interpreted as
agreement

Negatively affect
relationship with others

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 an 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 is it!”

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

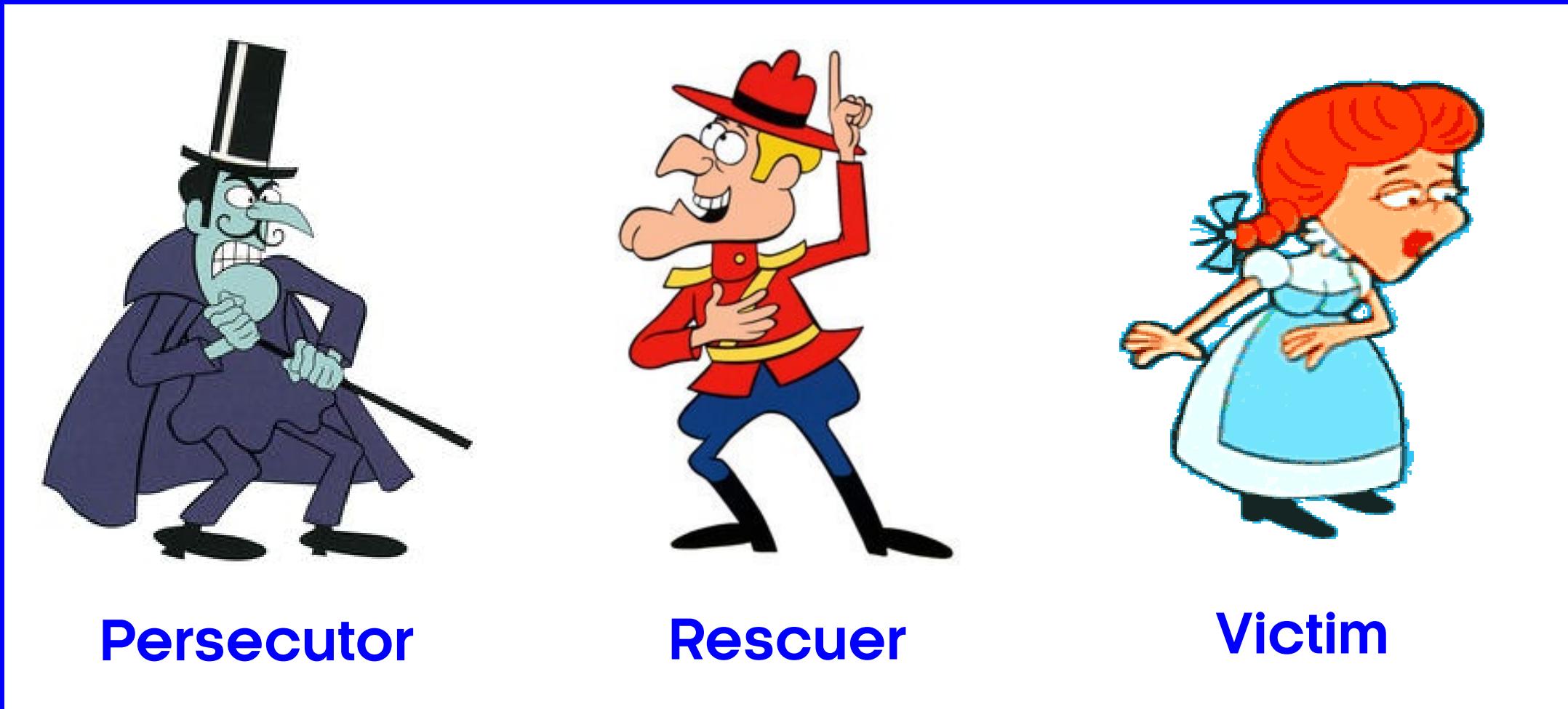
“Pat, what if we get new computers for the design activity on the project and use the existing computers for the monitoring functions?”

Compromise

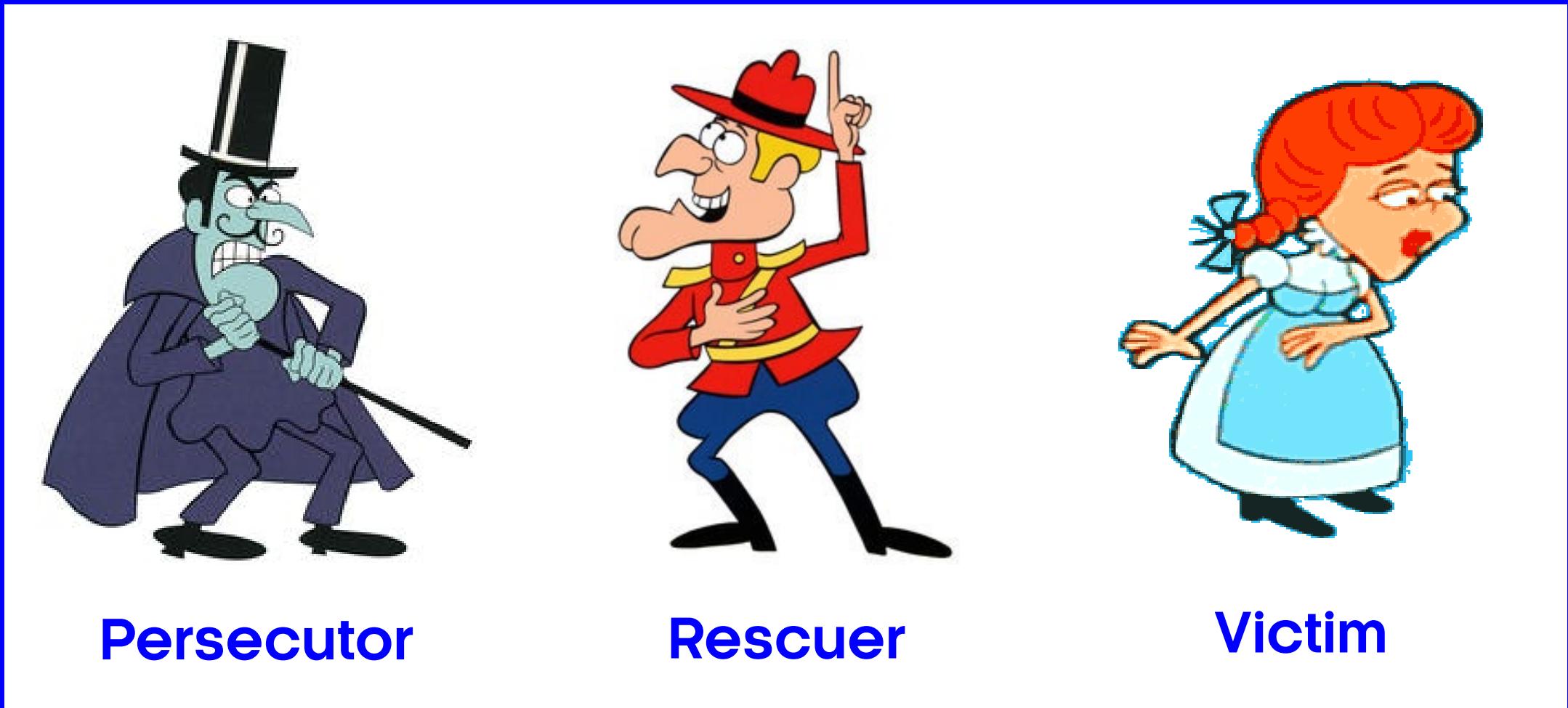
Understanding Group Dynamics

Secrets of Conflict Resolution

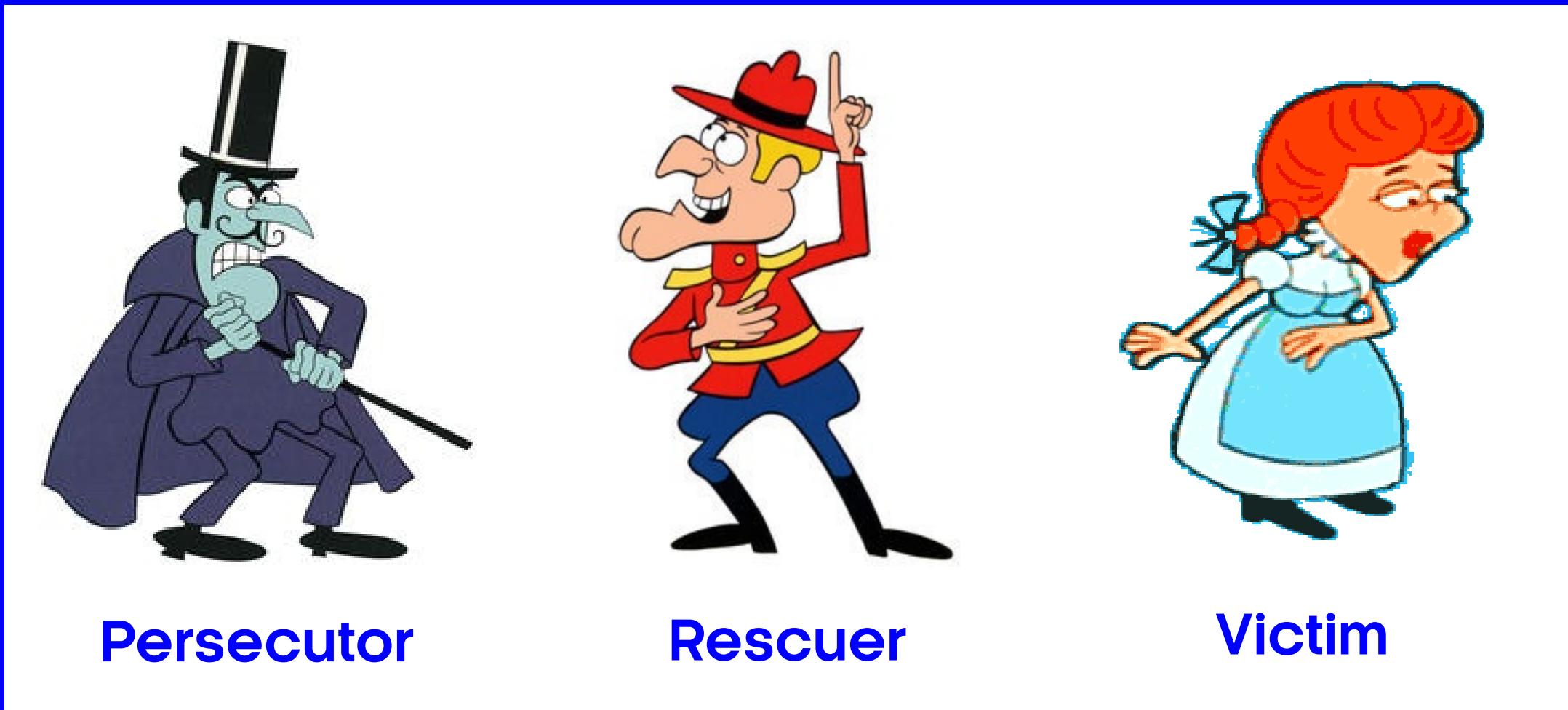
Karpman Drama Triangle



Karpman Drama Triangle



Karpman Drama Triangle



Managing Conflicts

Secrets of Conflict Resolution

Tackle the issue after both parties have calmed down

10 Tips to Make You a Conflict Resolution
Superstar



Maintain a positive outlook

10 Tips to Make You a Conflict Resolution Superstar



Practice active listening

10 Tips to Make You a Conflict Resolution Superstar



Consider your role in the conflict

10 Tips to Make You a Conflict Resolution
Superstar



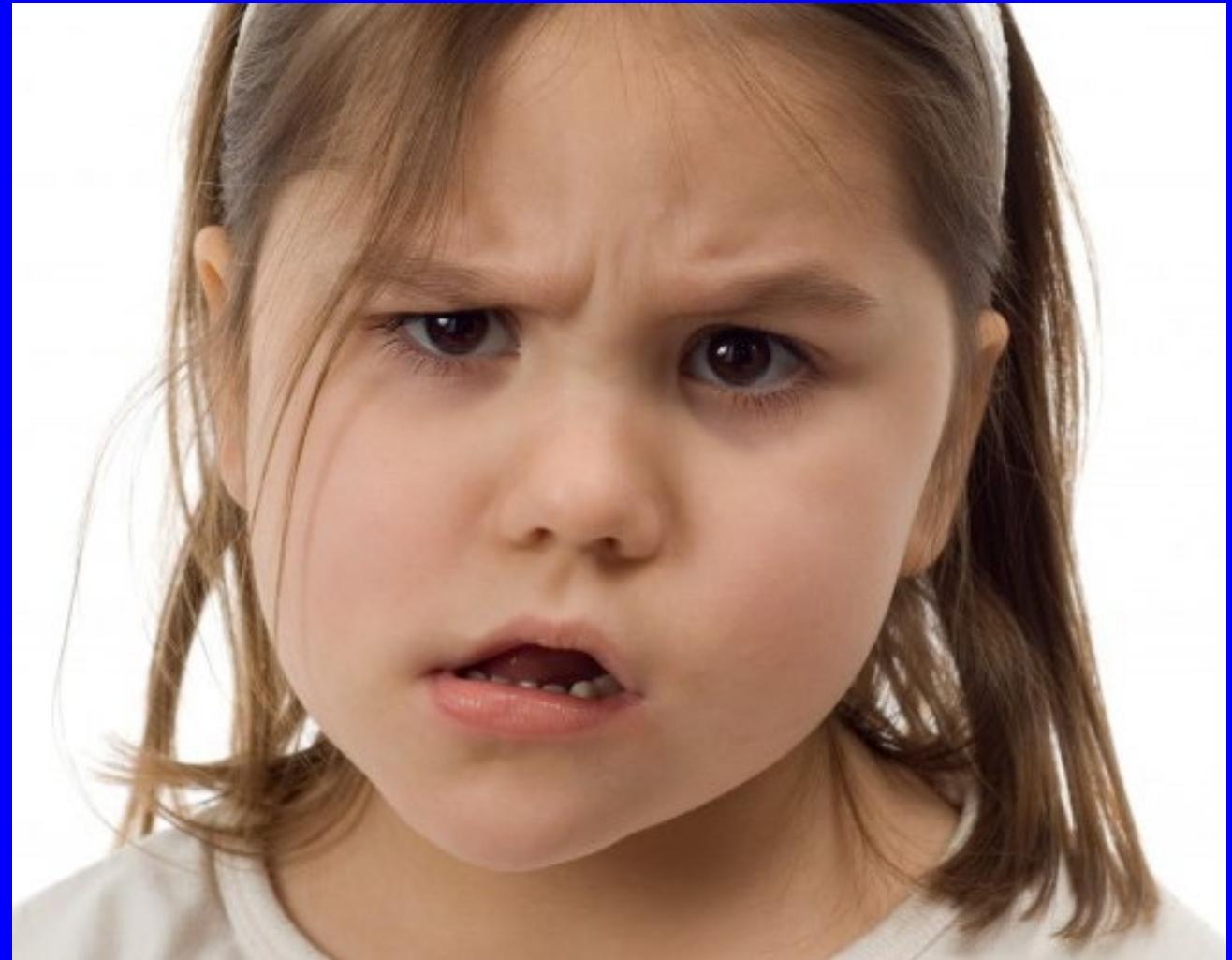
Organize a staff meeting

10 Tips to Make You a Conflict Resolution Superstar



Seek first to understand

10 Tips to Make You a Conflict Resolution Superstar



Alert human resources

10 Tips to Make You a Conflict Resolution Superstar



Find a mediator

10 Tips to Make You a Conflict Resolution Superstar



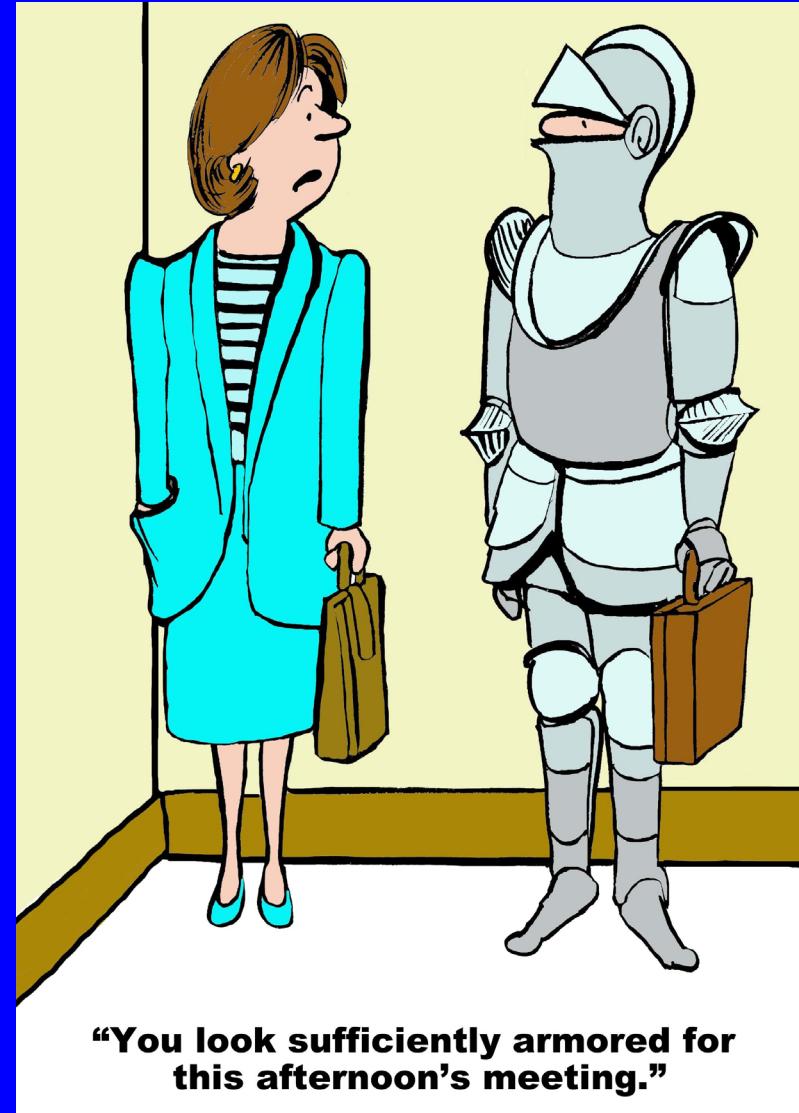
Be introspective

10 Tips to Make You a Conflict Resolution Superstar



Expect conflict

10 Tips to Make You a Conflict Resolution Superstar



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

Thank You

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