English Online

Conflict-handling approaches

ProfessionalSkills

Theme:
Conflict handling skills
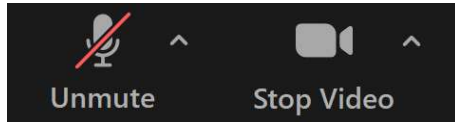
Before we start, please make sure…

- ✓ **your name on Zoom is clear (use Latin letters)**

- ✓ **your camera is on and mic is off (unmute when needed)**

- ✓ **you are in a quiet area that helps you focus**

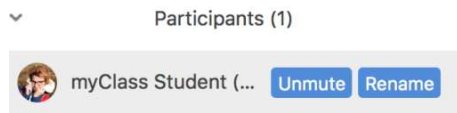- ✓ **you have a notebook or a note app ready to take notes**

Zoom features

Check your audio and video settings
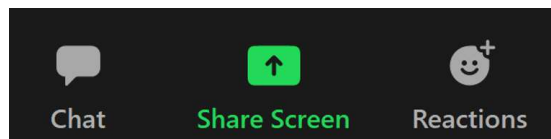
Use Annotate when a screen is shar[ed]
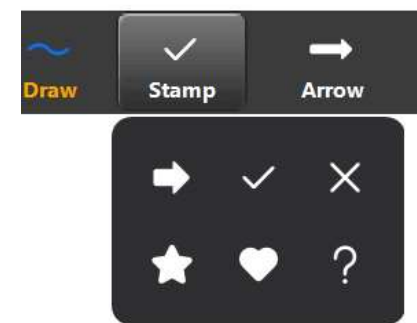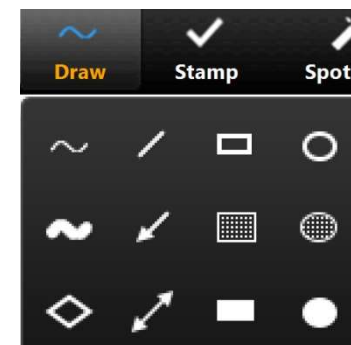
Use Latin letters for your name

Ask questions in the Chat or use Reactions

Share Screen when the teacher asks
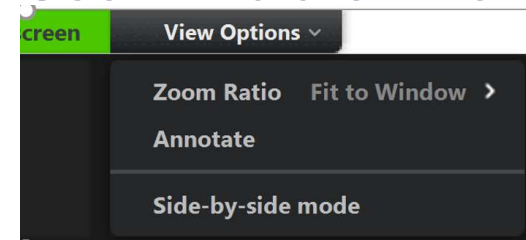
Use Save to make screenshots

How does it work? 🌐

You need to complete all three parts to get the most out of your course.

```
Prepare
before class
    ↓
Live class
    ↓
Practise
after class
```

Pre-class activities

Tools

A conflict-handling model

Concepts

Conflict-handling approaches 1

Ideas

Conflict-handling approaches 2

Your learning journey

As a result of this lesson, you should be better able to…

select appropriate approaches for handling your conflict situations.

You will find out about…

- five different conflict-handling approaches.

- the benefits and challenges of different conflict-handling approaches.

You will practise…

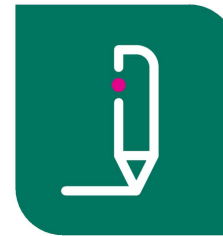analysing a case study to select a suitable conflict-handling approach.

Lead in

'How people deal with conflict shows you the kind of people they are.'

Stephen Moyer (actor)

Do you agree with this quote? Why/Why not?

Skills focus 1: the Thomas-Kilmann Instrument

High ↑

ASSERTIVENESS

- Competing
- Collaborating
- Compromising
- Avoiding
- Accommodating

Low   High
COOPERATIVENESS
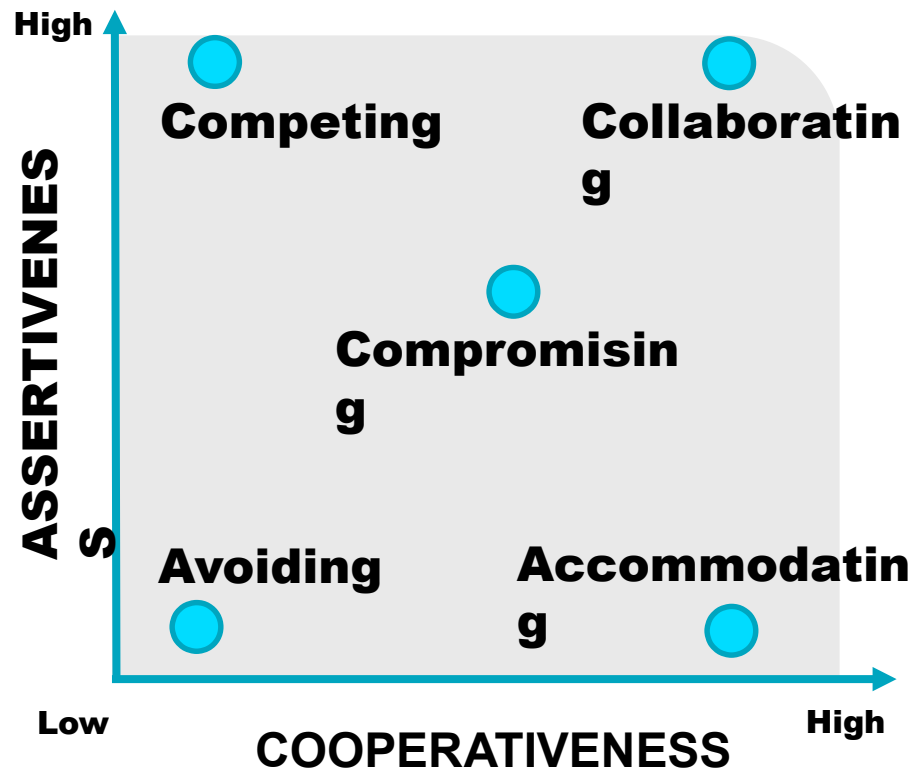
- Match the five approaches to Mei Ling's five options in the handout shared by your trainer.

To take the TKI assessment as an individual or group, go to kilmanndiagnostics.com/assessments

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Skills focus 2: Evaluating conflict-handling approaches

Competing	Compromising	Accommodating	Avoiding	Collabor...

What are the benefits of using this approach in your workplace?

What might happen if this approach is **over-used** in your workplace?

What might prevent you from using this approach in your workplace?

Task

Task: Putting it all together

- Choose a real-life conflict situation from your workplace.
- Establish the conflict situation.
- Identify needs and wants.
- Analyse the attributes using the questions on the next slide.
- Select a suitable approach.

Task: Establish the context and identify needs and wants

Choose a conflict situation from your workplace. Establish the context and identify needs and wants.

My conflict situation	
Who is involved?	
What is happening?	
What types of conflict are at play (i.e., value, task, relationship)?	
Why should this conflict be addressed?	
What might prevent you from resolving this conflict?	

My needs and wants	Others' needs and wants

Task: Analyse the attributes of your situation

Analyse the attributes of your situation using the questions below.

What is the nature of the relationship? (e.g manager, customer, colleague)	

What is the level of trust between you and the other party?	high trust					low trust
Comments						
What the level of stress are you feeling because of this conflict situation?	high stress					low stress
Comments						
What level of authority do you have in this situation?	high authority					low authority
Comments						
How important is it to you to have your needs met?	very important					not important
Comments						
How urgent is it to address this conflict?	extremely urgent					not urgent
Other?						

Task: Evaluate the pros and cons

Evaluate the pros and cons of using each approach for your conflict situation.

	Reasons for using this approach	Drawbacks of using this approach
Competing		
Collaborating		
Compromising		
Avoiding		
Accommodating		

Based on your analysis of your case study, which conflict handling approach (es) would be suitable for your situation? Why?

Task: Share your conflict-handling approach

- Share your conflict case study.
- Discuss your choice of approach and give reasons.

Task: feedback

- **Was the approach you chose different from your default approach?**

- **What were the main factors of your analysis that helped you decide which approach to use?**

- **Do you consider any problems with the approach you identified? How might you overcome those?**

Your learning journey: assess your progress

Now you are better able to…

- select appropriate approaches for handling your conflict situations.

You have found out about…

- five different conflict-handling approaches.

- the benefits and challenges of different conflict-handling approaches.

You have practised…

- analysing a case study to select a suitable conflict-handling approach.

What's next?

1. Don't forget to complete the post lesson activities

2. Read more about conflict-handling approaches:

https://kilmanndiagnostics.com/overview-thomas-kilmann-conflict-mode-instrument-tki/

https://www.mediate.com/thomas-kilmann-instrument-a-reflection-on-40-years/

https://www.researchgate.net/publication/228182312_Toward_a_Theory_of_Managing_Organizational_Conflict

Ideas

Conflict-handling approaches 3

Action planning

Set yourself some goals to improve your conflict-handling skills.

- Which approaches would you like to have more practice of? Why?
- What support will you need to help you with this?
- Which approaches would you like to do less of? Why?

Materials

Make sure you have

- **downloaded the materials shared by the teacher**

- **saved the Zoom Chat**

What do you think?

Do you like our new Professional Skills themes?

What did you think of the online activities?

What further information do you need?

For more information, write to

support.englishonline@britishcouncil.org

Teacher's Notes

This slide deck was adapted by Reshmi Murali.

Notes

Share your thoughts about the lesson with the next teacher