



Get Ready!



Conflict Management

What is conflict?

Why is conflict important?

How can we deal with conflict?



Conflict is...

- A struggle or contest between people with opposing values, needs, ideas, beliefs, or goals
- Arises when needs or wants of one person are perceived by that person as being denied to them by another
- Easier to manage conflict than it is to control all the people, places, and things that produce conflict



Sources of Conflict

- Poor communication
- Personal chemistry
- Conflicting values
- Clash of personality types
- Alignment of resources insufficient
- Leadership problems
- Issues never resolved
- Consistently poor decisions



Conflict Resolution

- Describe other person's behavior objectively
- Be sincere
- Actively listen
- State feeling positively related to goal
- Ask for a change in behavior
- Specify what you are willing to change to make the agreement
- Describe the action and not the motive



Conflict Management

- Conflict can be good!!
- Opportunity for personal, professional, and organizational growth
- Choose your battles!!
- Consider other person before addressing a conflict
- Remember there is a “time for fight and a time for flight”