

# Conflict Resolution in the Workplace

## Introduction



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To be able to identify and deal with  
conflict before a crisis occurs



# Objectives

Identify the different stages of conflict and describe what happens at each stage

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Explore your own relationship with conflict and how it can affect performance

# Objectives

Demonstrate how to stop conflict from escalating and  
move both parties to agreement

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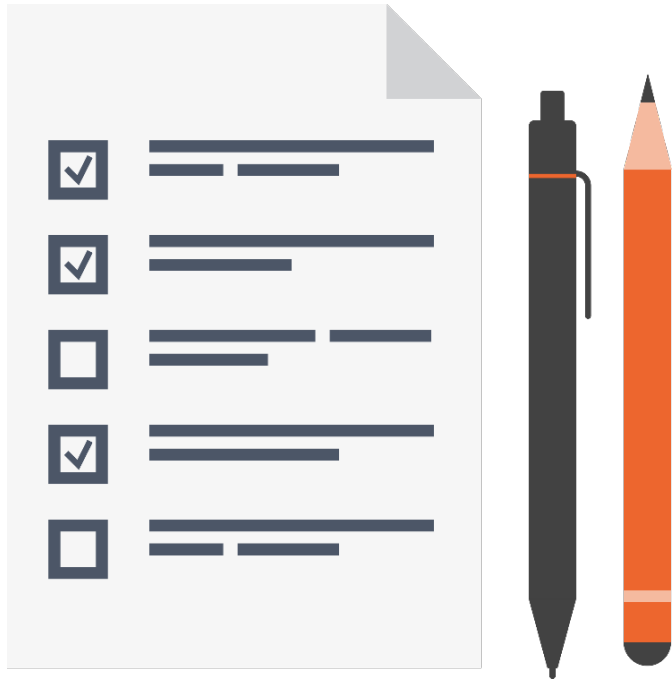
Describe what your natural style is for dealing with conflict

# Objectives

Explain the process for the use of negotiation and/or mediation for conflict



# What Is Conflict?



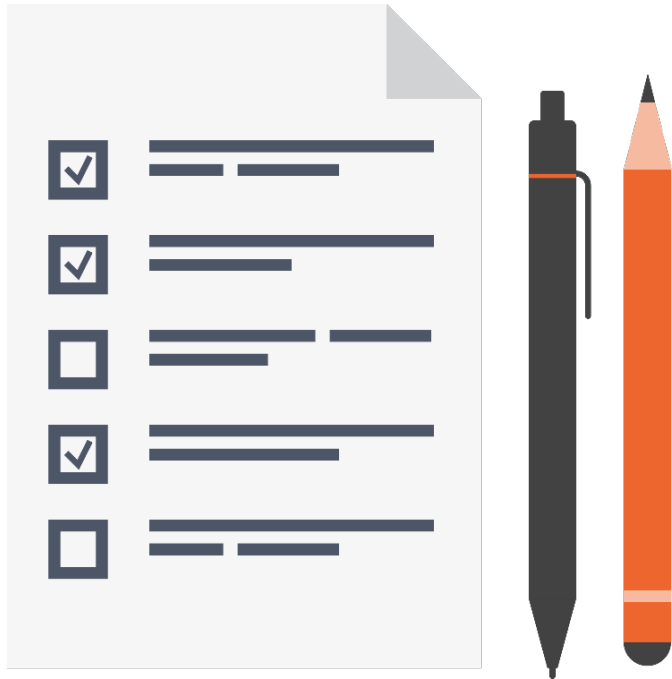
- What is the definition of conflict?
- Common causes of conflict
- Consequences of conflict
- The conflict curve

# Feelings and Needs



- Reasons for conflict
- Reactions to conflict
- Different stages to resolution
  - Negative paths to resolution
  - Positive paths to resolution

# Conflict Resolution Styles and Behaviours



- Your own conflict resolution style
- Practical exercise to determine style
- Giving feedback
- Assertive and aggressive behavior
- Empathetic communication
- People's rights

# Negotiating and Mediation Skills



- Conflict resolution skills
- Negotiation and mediation