Module 3: Conflict Resolution

After-Class Activity [with your Capstone Team]

Option 1- Managing Conflicts

Guidelines:

1. Identify the hot and cold topics that arises in your team.
2. Select one hot topic that the team wishes to address.
3. Have each team member complete the attached Diagnostic.
4. Compare your diagnosis and discuss actionable practices as a team.
5. Based on the group discussion, devise a way to improve managing conflict within the team.

Please refer to Table 3. In Edmondson’s “Too Hot to Handle? How to Manage Relationship Conflict” article

E270C: Capstone Conflict Resolution Diagnostic

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| **Practices** | **Action** | **Your Evaluation (what do you think can be done)**  *Direction of the Project* |
| Managing Self | **Reflect**  **Reframe** | Joseph- Making sure that I’m on the same page as everyone else and read the readings they assign while also explaining what I have been researching. Take a more active role in conversation.  Pedro- When explaining point of views its important to do it so for everyone in the team. Accepting criticism and not letting it get personal is an important state of mind for progress. Putting ourselves in the shoes of the other team members is important to understand the whole panorama.  Adria- Understanding how my background has an effect on the way I think the project should manifest. This forces me to be understanding of the perspectives of my group members. |
| Managing Conversations | **Dig into divisive topics**  **Examine competing views as a team** | Joseph- Everyone brings in their own idea after doing research and each person believes that their idea is the best. This is eventually calmed after everyone explains the pros and cons of their idea and we do an analysis on whose idea is objectively the best.  Pedro- Every person in the team does research before meetings where we discuss a variety of topics. Because of the diversity of ideas on how to attack certain problems sometimes we encounter competing views. We solve this by each one of us explaining their methodology and eventually converging in a single view or idea.  Adria- Each group member being passionate, about the direction we should take- for example- when deciding on a secondary system we were each interested in the topics that we research and we had to decide based on a logical debate |
| Managing Relationships | **Build grounded trust**  **Target key relationships** | Joseph- Trust has been built by our continued openness to others ideas. While we are partisan to our initial ideas, we always hear each other out even if we don’t agree with the direction that person goes. This stems from the fact that we see each other as teammates rather than competition and that we understand that each person has unique insight to bring to the table.  Pedro- Building the team outside project work and deliverables has been important and done successfully. This has been done by having conversations outside the topics of work and by doing activities outside the work environment (ej. Grab food, coffee, movies, etc.)    Adria- Trust was built mostly by the work that was produced/research and usually clarified by Max, trust was also built by determining how much sense each person’s opinion contributes to the objective we are currently tackling.  Also, trust was built by each person’s willingness to contribute to the group |