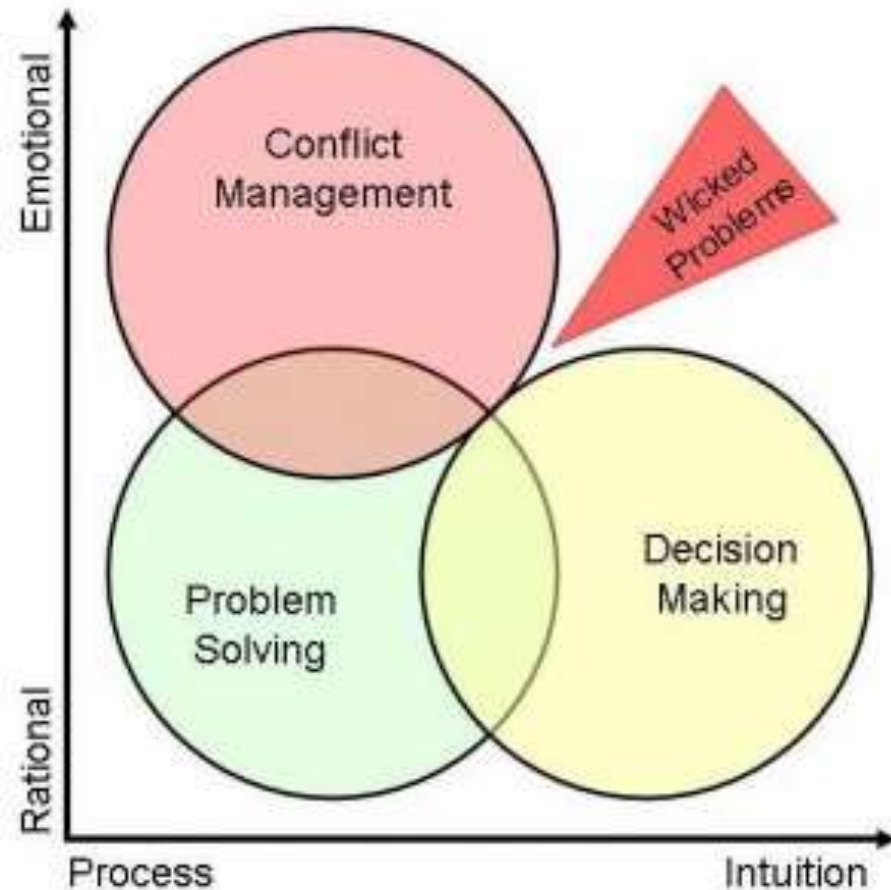# FTM: Drive Your Effectiveness - Problem Solving & Conflict Resolution

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Consider This

"Conflict management, problem solving and decision making are topics that are generally considered to be distinct, but are actually interconnected such that they are used together to come up with the most feasible solution."

Conflict Management, Problem Solving and Decision Making
BY MOIZ NOORANI · PROJECT-MANAGEMENT.COM
AUGUST 15, 2014

Key Topics

- Problem Solving

- Conflict

- Helping others through Conflict

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Problem Solving

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Effective Problem Solvers

Think of someone you know who is a **good problem solver**.

Describe the **traits**, **characteristics**, and **behaviors** that make them a good problem solver.

Effective Problem Solvers

See problems as opportunities

Have a system

Redefine the problem

Realize conflict may be beneficial

Not bound by past experience

Consider all perspectives

Seek durable solutions

Work toward consensus

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Pick Your Problem Solving Team

1) ## Samir
   1) Full stack developer, Certifications, Introvert
2) ## Megan
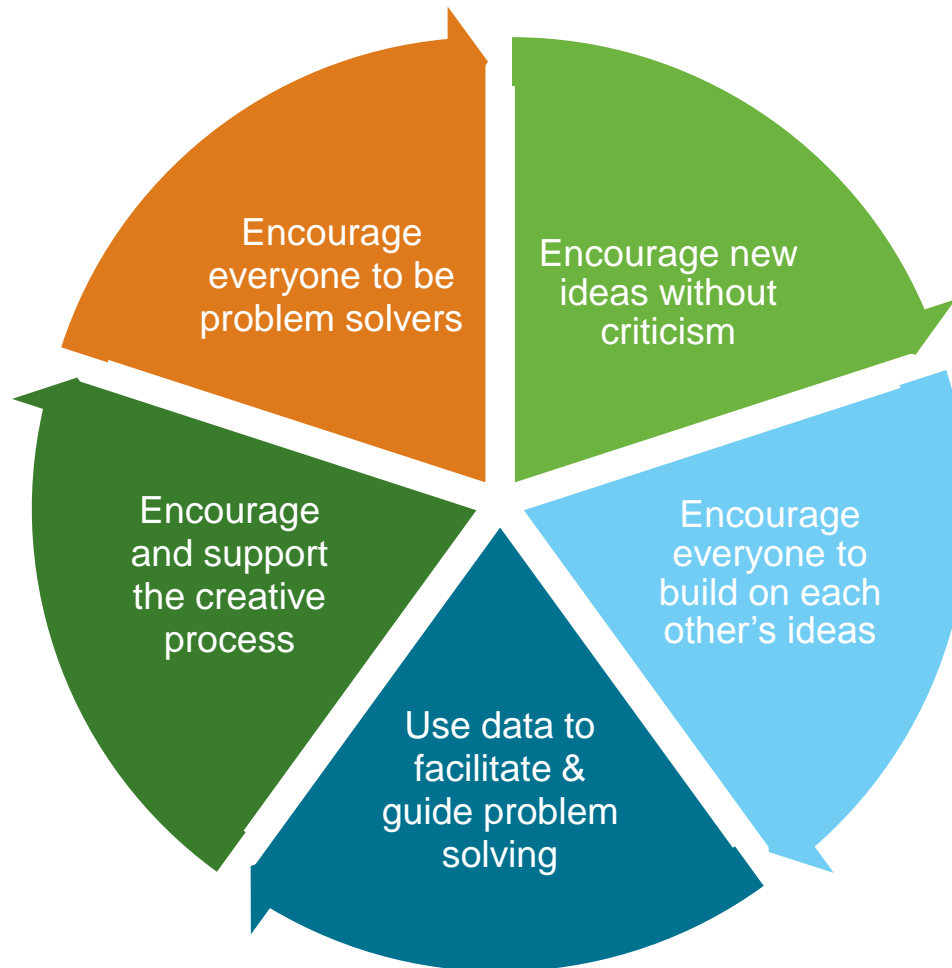   1) Executive Admin, Management, Extrovert
3) ## Trish
   1) Social Media Consultant, Statistically Analytical, Socially Adept
4) ## Paul
   1) UI/UX Specialist, Graphic Arts/ Com Science, Socially Adept

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Foster a Problem Solving Environment

Foster a Problem Solving Environment Cont.

What are some other ways that we can create an atmosphere where our employees feel empowered to make their own decisions and solve problems?

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Conflict

Conflict

As employees, we manage our individual conflicts with our co-workers.

As managers, it's our responsibility to manage our conflicts with others <u>AND</u> conflicts <u>between</u> our team members.

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Conflict: Positives & Negatives

Positives

- Helps people see other options or points of view

- Clears the air

- Encourages creativity

- Leads to better decision-making

Negatives

- Broken relationships

- Work disruption

- Can be expensive

- Can create barriers that were not there before

- May cause people to leave the job they enjoy

- May lead to bad/uninformed decisions

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Conflict: A Visual
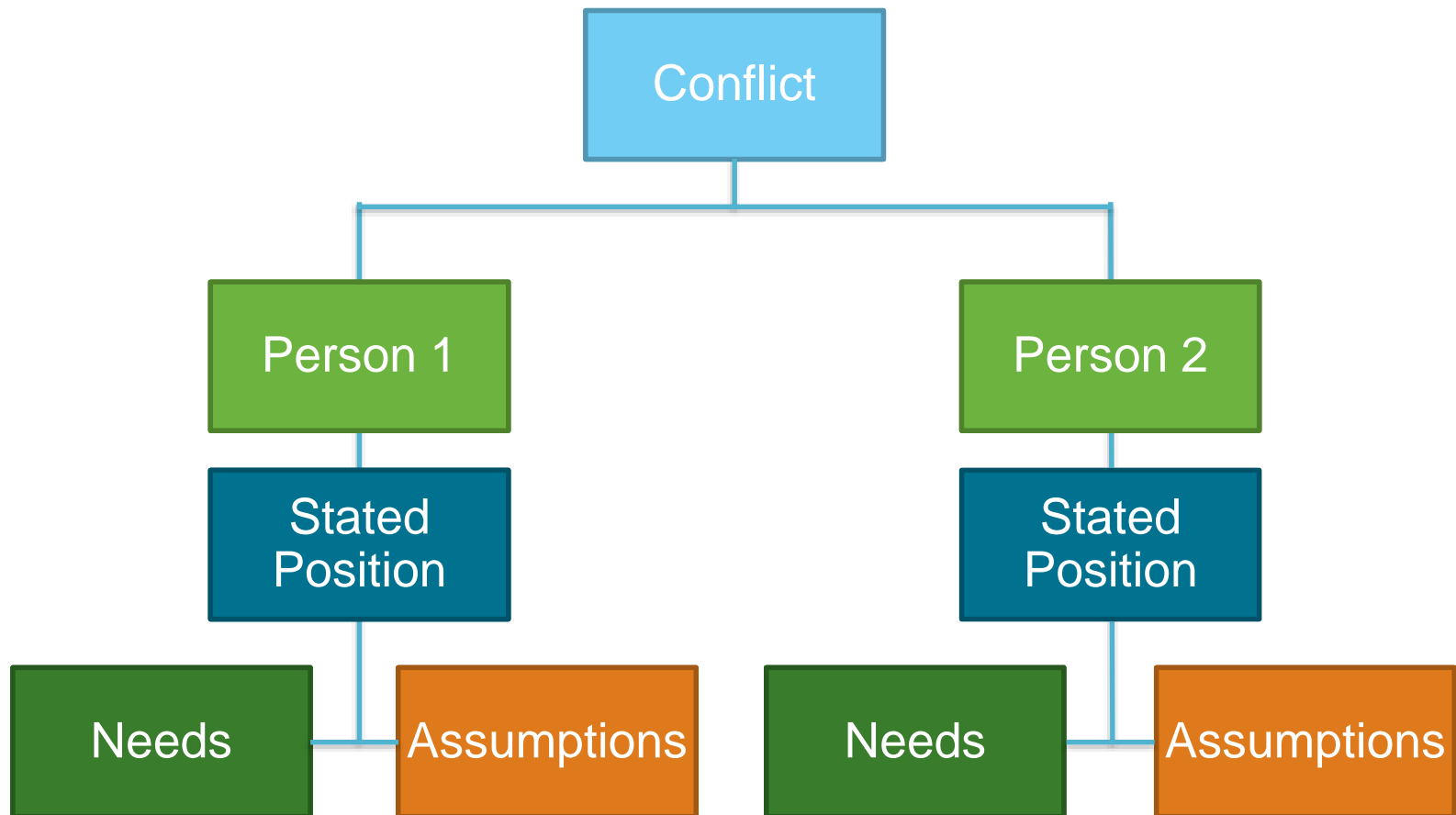
Look at the underlying needs and assumptions on all sides of the conflict.

Case Study

A new employee has been late for work 5 of the last 9 days. As the team manager, you must speak to the employee about it.

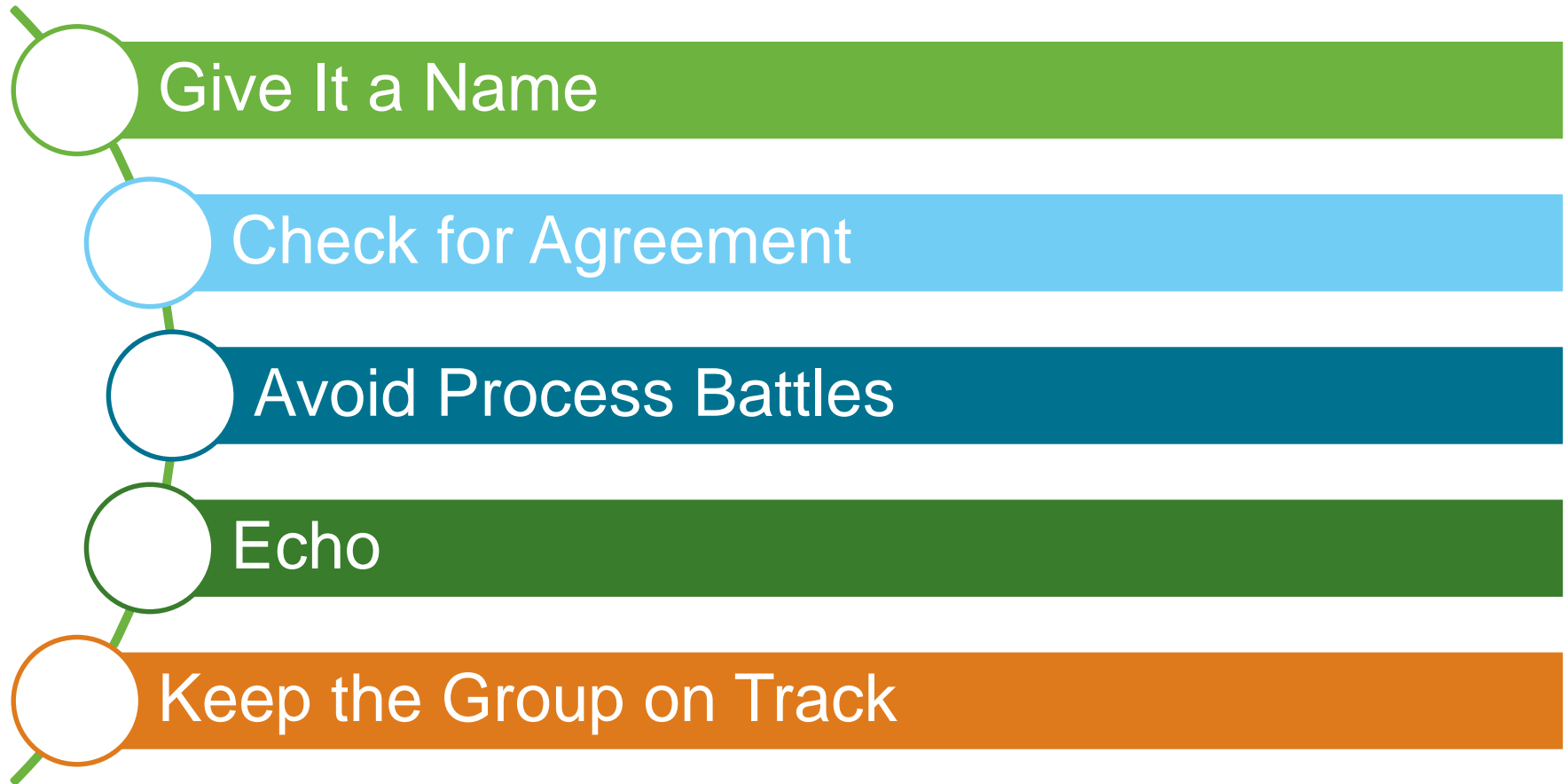What are some of the potential needs and assumptions this employee may have?

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Helping Others Through Conflict

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Facilitate Conflict Resolution

- Give It a Name
- Check for Agreement
- Avoid Process Battles
- Echo
- Keep the Group on Track

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Facilitate Conflict Resolution Cont.

Hold Them to Their Word

Encourage and Compliment

Deal with / Accept / Legitimize

Don't be Defensive

Use your Body Language

Keep it Simple

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Set Norms

- Creates standards for handling conflict
- Created by the members of the group at start of session

Questions to ask:

- What behaviors and rules should we follow if we find ourselves moving into disagreement and potential conflict?
- What can we do to ensure that we have a good debate instead of a heated argument?

Examples of Norms

- We'll speak one at a time.

- We'll look at each other when we speak and acknowledge any valid points made by the other person.

- We won't dismiss any idea without really exploring it.

- We'll make sure everyone is heard.

- We won't get emotional, argumentative, or personal.

- If the discussion gets heated or we start going in circles, we'll call a time-out and look at how we are doing things.

Next Steps

- The 1st Final Presentation Preparation Session on **Monday, June 4th**.

- The 2nd Final Presentation Preparation Session on **Wednesday, June 6th**

- The 3rd Final Presentation Preparation Session on **Monday, June 11th**

- **Send Jessica you Final Presentation PowerPoints by end of day on Friday, June 15th**

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Final Presentations will be held on:

- Monday, June 18th; 4 PM to 6 PM, CST

- Wednesday, June 20th, 4 PM to 6 PM, CST

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Thank you