

What You Will Learn Today

- Understand the five different strategies for managing conflict
- How and when to utilize an Integrating strategy
- The best uses for alternative strategies
- Create a conflict management development plan



U.S. employees
spend
2.8 hours
per week
dealing with
conflict.

Source: <http://www.entrepreneur.com/article/207196>

Equivalent to
385 million
working days

81%

**Of workers experience
conflict with others**

Source: <http://www.inc.com/graham-winfrey/the-shocking-cost-of-workplace-conflicts.html>

**The typical manager spends
25-40% of time –
that's 1-2 business days!**



Source:
<http://www.mindfulmediation.com.au/how-to-recognise-conflict-before-it-escalates>

Negative Outcomes

- Climate of distrust
- Resistance to cooperation
- Increased stress
- Delayed progress
- Missed deadlines
- Poor decision-making
- Inefficient use of resources
- Loss of good employees

**Conflict is Natural
and Inevitable.**

Dealing with Conflict

When can it be beneficial?



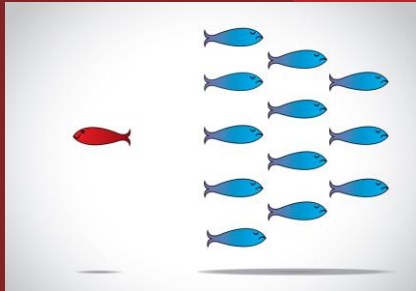
Positive Outcomes

- Climate of trust and open dialogue
- Strong team dynamic
- Commitment to the organization and greater satisfaction
- Stimulation of interest and creativity
- Increased efficiency and productivity
- New approaches or solutions
- Long-standing problems brought out into the open
- Stretched personal capabilities
- Clarified thoughts and feelings

Definition of Conflict

The situation that occurs when parties with contrasting goals come in contact with one another.

Relationship Conflict



Workflow Conflict



Three Types of Conflict

RELATIONSHIP CONFLICT

PARTIES HAVE INTERPERSONAL INCOMPATIBILITIES

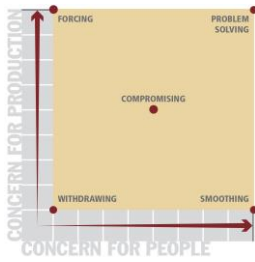
TASK CONFLICT

PARTIES DISAGREE ABOUT A TASK TO BE PERFORMED

PROCESS CONFLICT

PARTIES DISAGREE ABOUT HOW A TASK SHOULD BE COMPLETED

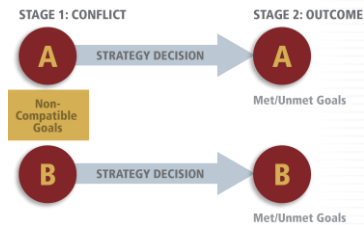
Blake and Mouton's Conflict Grid



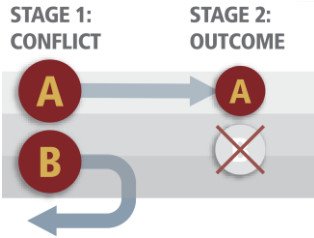
Five Conflict Strategies



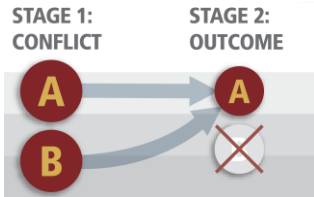
Stages of a Conflict Encounter



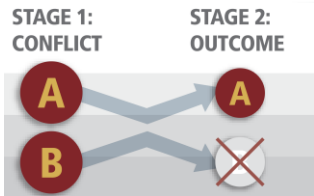
Avoiding



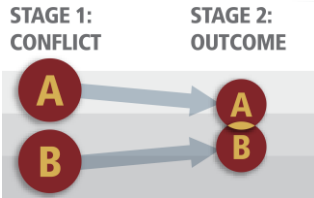
Smoothing



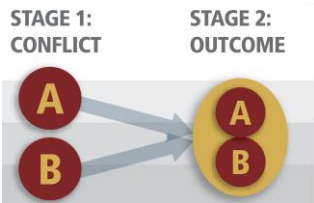
Competing



Compromising

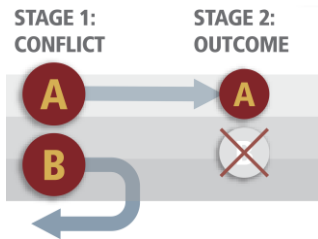


Integrating

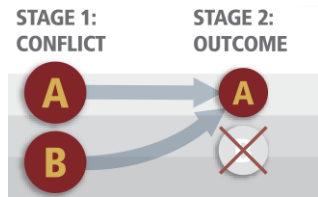


Should
Integrating
always be your
go-to method
of conflict resolution?

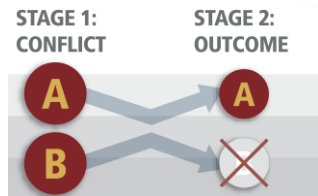
When to Use the Avoiding Strategy



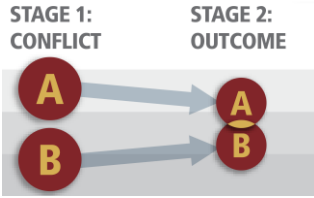
When to Use the Smoothing Strategy



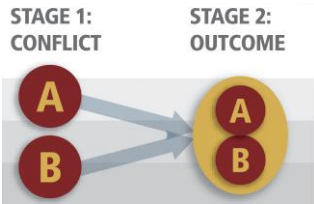
When to Use the Competing Strategy



When to Use the Compromising Strategy



When to Use the Integrating Strategy



Integrating

- Climate of trust
- Clarified thoughts and feelings
- Improved communication
- Enhanced creativity and innovation
- Increased efficiency and productivity

How Can You Become More Adept at Integrating?

TO BECOME MORE ADEPT AT INTEGRATING:

- **Articulate** your goal and listen to the other party's.
- **Look at** the big picture.
- **Stay calm** and non-defensive.
- **Ask questions** to understand goals and values.
- **Put yourself** in the other party's shoes.
- **Reframe** the conflict as an opportunity.
- **View** the other party as a partner.

ACTIVITY **Development Planning**

Step 1

Assess your conflict management style.

Creating a plan to develop your conflict handling skills.

ACTIVITY **Development Planning**

Step 2

Examine where your style works for you and where it doesn't.

Creating a plan to develop your conflict handling skills.

ACTIVITY **Development Planning**

Step 3

Identify common conflict encounters and think about which conflict strategy is appropriate to use.

Creating a plan to develop your conflict handling skills.

ACTIVITY **Development Planning**

Step 4

Determine what you will do differently.

Creating a plan to develop your conflict handling skills.

ACTIVITY

Development Planning

Step 5

Practice.

Creating a plan to develop your conflict handling skills.
