

Slide 1





AGENDA

- What is conflict?
 - Definition
 - Contributions
 - Types of conflict
 - 5 stages of conflict
- Conflict Resolutions
 - Definition
 - 5 stages of conflict resolutions
 - Tips for resolving workplace disputes
- How can conflict affect your professional/personal life?
 - Dos & Don'ts

WORKPLACE CONFLICT: WHAT IS IT, EXACTLY?

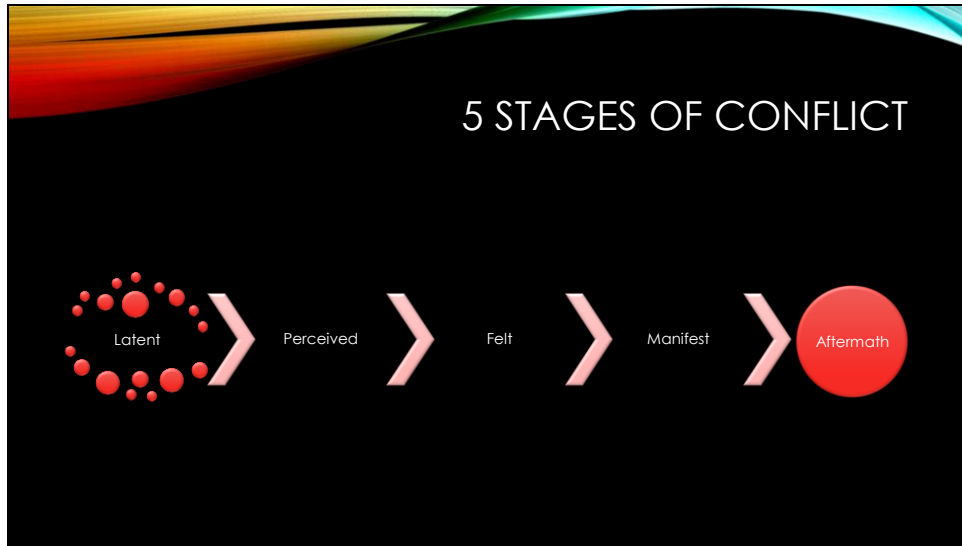
- A situation when interests, needs, goals, and values of involved parties interfere with one another
- Conflict occurs when people have different opinions, lack of respect, and misunderstood intentions
- Conflict is a normal and healthy part of relationships
- Conflict is inevitable at work and in personal relationships





CONTRIBUTIONS TO CONFLICT

- Miscommunication
- Unfair/unclear expectations
- Lack of common understanding



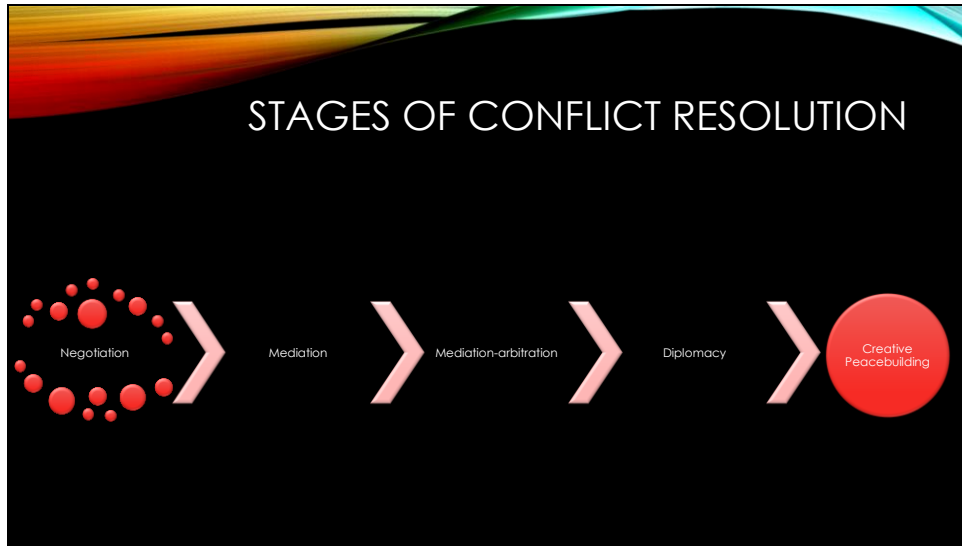
STAGES OF CONFLICT, CONT'D

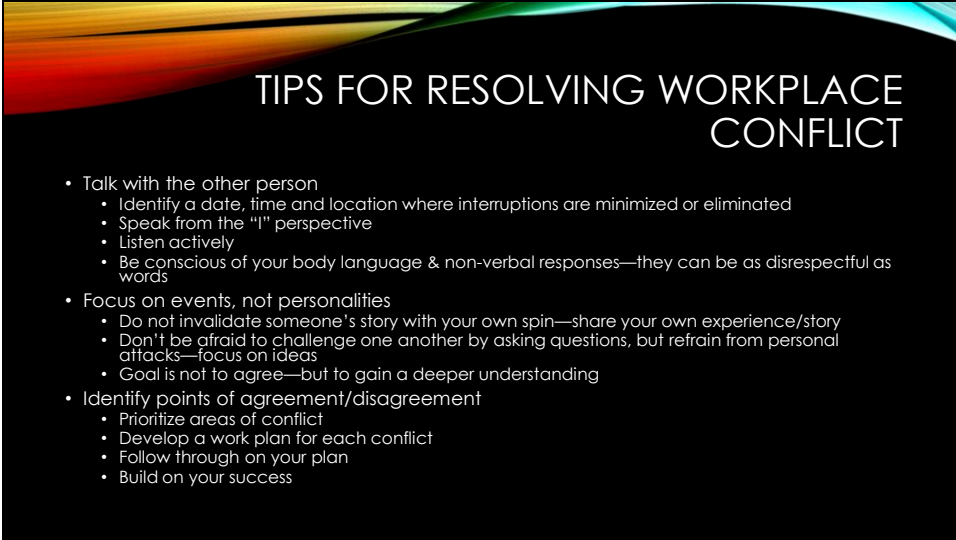
- Latent stage: participants not aware of conflict yet
- Perceived stage: participants aware conflict exists
- Felt stage: stress and anxiety
- Manifest stage: conflict is open and can be observed
- Aftermath: outcome of conflict, resolution or dissolve



CONFLICT RESOLUTIONS

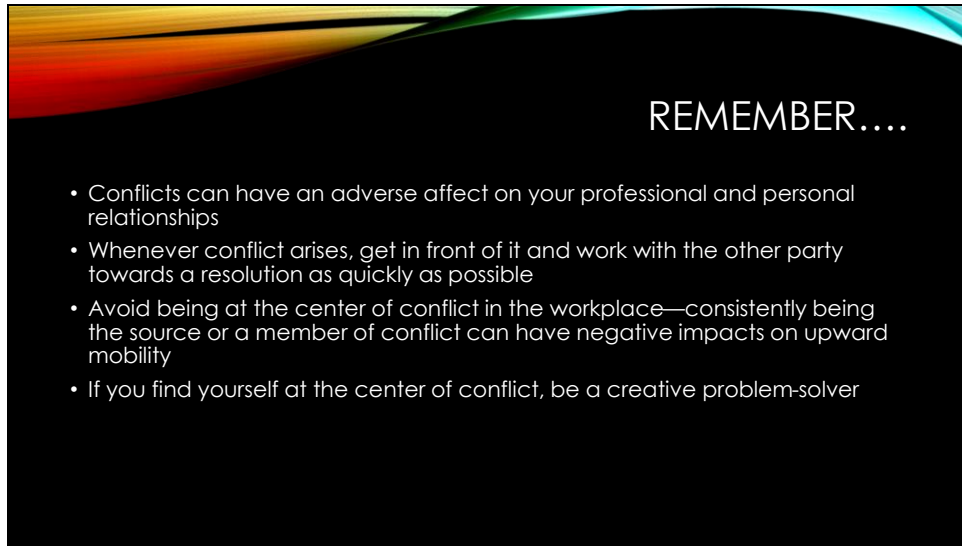
Conflict resolution is a way for two or more parties to find a peaceful solution to a disagreement among them. The disagreement may be personal, financial, political, or emotional





TIPS FOR RESOLVING WORKPLACE CONFLICT

- Talk with the other person
 - Identify a date, time and location where interruptions are minimized or eliminated
 - Speak from the "I" perspective
 - Listen actively
 - Be conscious of your body language & non-verbal responses—they can be as disrespectful as words
- Focus on events, not personalities
 - Do not invalidate someone's story with your own spin—share your own experience/story
 - Don't be afraid to challenge one another by asking questions, but refrain from personal attacks—focus on ideas
 - Goal is not to agree—but to gain a deeper understanding
- Identify points of agreement/disagreement
 - Prioritize areas of conflict
 - Develop a work plan for each conflict
 - Follow through on your plan
 - Build on your success



REMEMBER....

- Conflicts can have an adverse affect on your professional and personal relationships
- Whenever conflict arises, get in front of it and work with the other party towards a resolution as quickly as possible
- Avoid being at the center of conflict in the workplace—consistently being the source or a member of conflict can have negative impacts on upward mobility
- If you find yourself at the center of conflict, be a creative problem-solver



SOURCES

- <https://blink.ucsd.edu/HR/supervising/conflict/handle.html>
- <https://ctb.ku.edu/en/table-of-contents/implement/provide-information-enhance-skills/conflict-resolution/main>
- <https://blog.udemy.com/stages-of-conflict/>
- <http://www.edchange.org/multicultural/activities/groundrules.html>