Turning Conflict Into Collaboration

Employee Management Conference
November 2011
Agenda...

- Our Response to Conflict
- 3 Steps to Dealing with Conflict
How do you handle conflict?
You’ve been in a meeting at work and it didn’t go well. You tried to get your ideas across about...., and the response was negative from all. How do you handle the conflict?

- How do you feel?
- What do you say/do?
- What works well?
- What creates difficulty?
- How do you work with the other two “animals”?
Responses to Conflict

Accommodate
I Lose,
You Win

Collaborate
I Win,
You Win

Compromise
We Both Win,
We Both Lose

Compete
I Win,
You Lose

Avoid
I Lose,
You Lose

Importance of outcome

LOW

MEDIUM

HIGH

Importance of relationship

LOW

MEDIUM

HIGH

EFFECT

LOW

MEDIUM

HIGH
Steps to Deal with Conflict

1. Everyone tells it like they see it
2. Everything is put on the table
3. Focus on the future
Everyone tells it like they see it

- Ask questions to draw out the other side of the conflict
  - Listen without judging
  - Avoid interrupting, blaming and arguing
  - Paraphrase what you hear
Everything is put on the table

- Share your understanding of the conflict
  - Present your case, not a rebuttal
  - Get to the point
  - Focus on the issue, not personal accusations
  - Include feelings, thoughts, observations
Focus on the future

- Ask for commitment to working out a solution
- Create an action plan
  - Mutual planning
- Follow up
  - Avoid all talk and no action
  - Get an agreement in specifics
  - Follow through
  - Schedule an evaluation meeting
In closing...

- Our Response to Conflict
- 3 Steps to Dealing with Conflict
Thank You!

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