

CONFLICT RESOLUTION

GOAL

**To Provide An Overview Of
What Conflict Is And To Teach
Methods To Effectively Resolve
Its Challenges**

OBJECTIVES

Discuss the advantages and disadvantages of conflict.

Will discuss conflict between people.

Will learn conflict Management Styles.

Will learn Active/Effective Listening Skills.

Will practice and process learned materials.

GROUP QUESTION

What Is Conflict?

- It can be defined as an opposition to something. Such as a disagreement between two people, genders, culture, nations etc...
- **It can also be defined as:**
a mental struggle resulting from incompatible or opposing needs, drives, wishes, or external demands

Do You Agree With This Statement?

**CONFLICT OFTEN ARISES OUT OF
THE COLLISION OF PASSIONATE
BELIEFS AND UNMET
EXPECTATIONS...**

CONFLICT IS ALSO..

An opportunity for positive change/growth.

A learning opportunity.

A chance to use one's Emotional Intelligence

(E.I. - the ability to manage one's emotions and to make the best possible use of them in any situation)

FACT

You don't have to attend every fight you're invited to...

Is there an advantage and disadvantage to Conflict? Group Activity... Let's see...

WHAT ARE THE ADVANTAGES AND DISADVANTAGES OF CONFLICT?

Advantages

Clarity-get your point across

Get Your Way

Heard/Understood

Control/Power/Influence/Fear

Respect/Empowerment

Recognition

You Could Be The Winner!

Disadvantages

Hurt Feelings/Resentment

Effects Reputation

Promotes Gossip/Rumors

People Remember The Worst Behaviors

Reduces Communication, People Shut down

People Won't Like You Anymore

GROUP ACTIVITY

You have 5 minutes to think about and talk to your group about a conflict causing event. It could be your experience or that of a friend or family member.

What was the outcome?

Elect a person with the most interesting experience to tell the room.

Please remember to keep the story BRIEF...

CONFLICT

Conflict is natural, normal and when reflected upon with Emotional Intelligence, extremely helpful for personal growth.

PEOPLE IN CONFLICT CAN...

Demoralize & frustrates individuals/Selves/Others

Create poor work/living environments

Could interfere with recovery

**Decrease productivity, idea sharing, creativeness,
individualism & communication**

Increase bad decision making

Ostracize self or others

Cause good people to leave, problem people to worsen

Increase unhealthy stress

Increase fear, anger and guilt

What Makes People Desire Conflict?



THE HIT LIST

Think about 2 or 3 people with whom you find it difficult to communicate or tolerate...

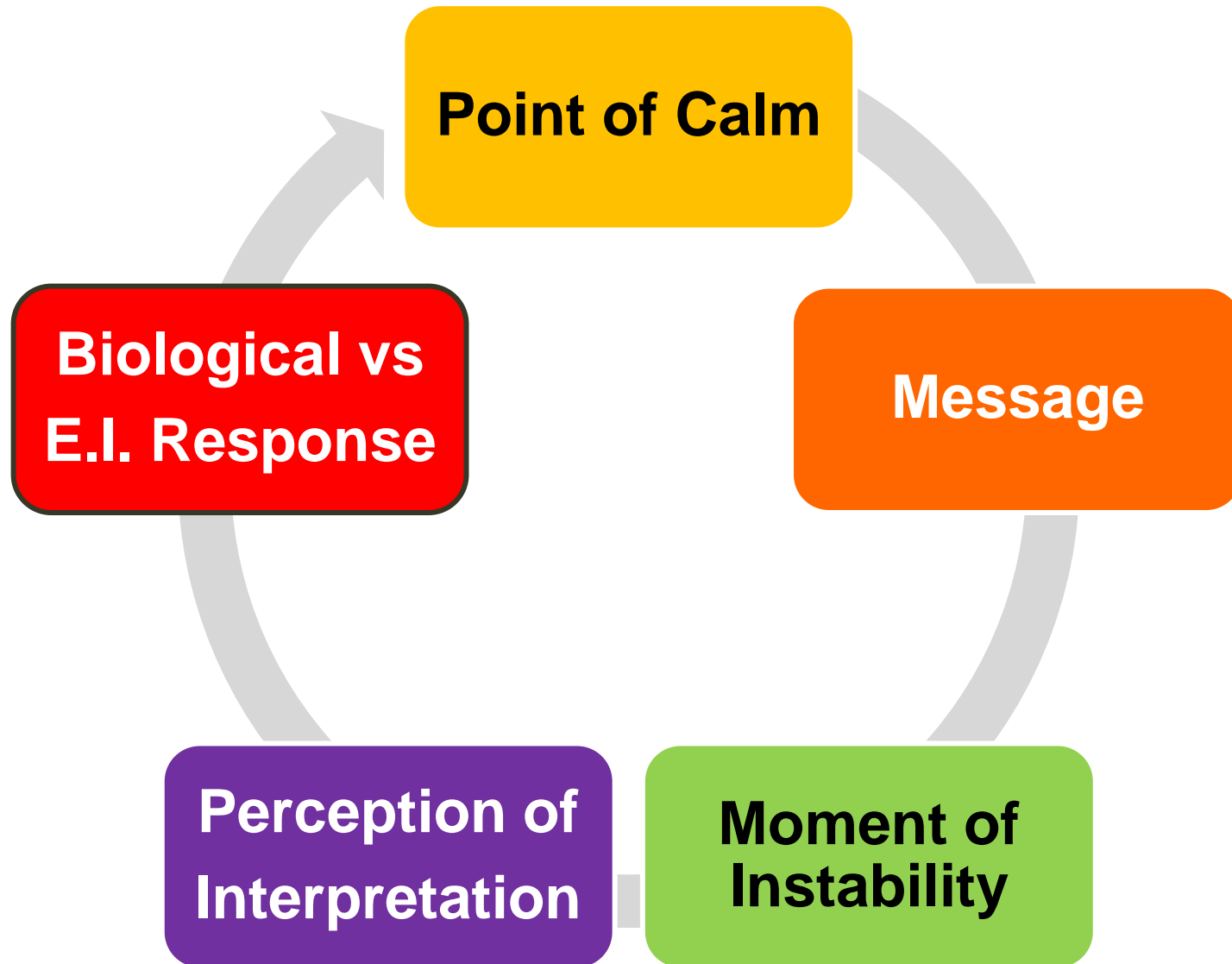
- What behaviors do they have that cause problems for you?
- How do you respond to the behavior? (Action Plan)
- What would you rate the result of your efforts thus far?

ASK YOURSELF HOW DID THESE PEOPLE LEARN HOW TO PUSH YOUR BUTTONS?



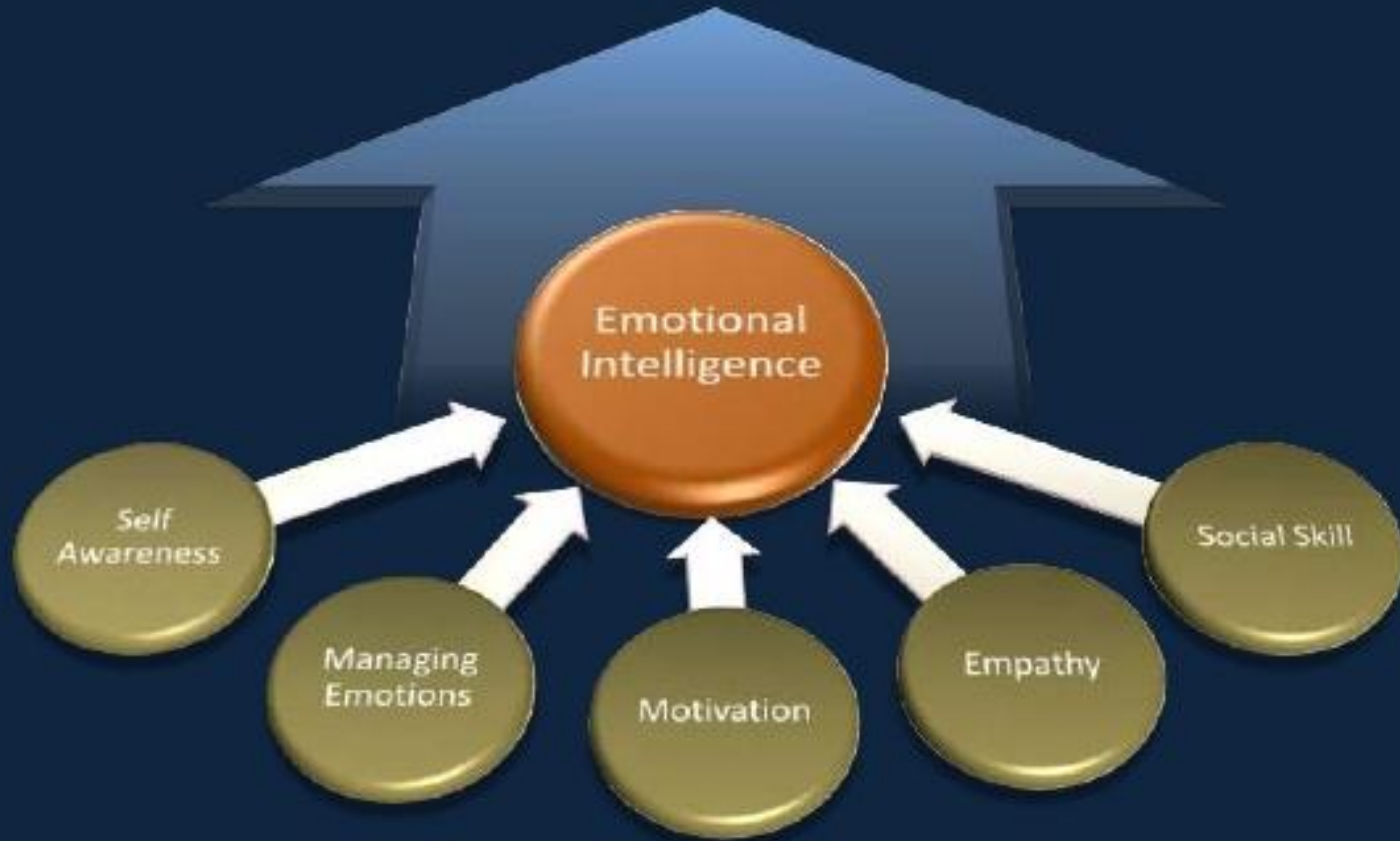
**Answer: They Simply
Watched How You
Responded To Their Behavior
- And They've Been
Controlling Your Responses
Ever Since!**

THE CYCLE OF CONFLICT CAN START AND END INSIDE YOU!



Can you Avoid CONFLICT?

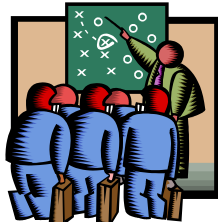
E.I. =Controlling Your Feelings



Methods Of Resolving Conflict

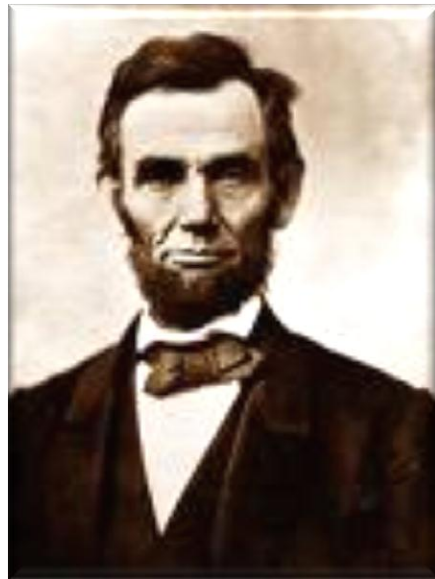


But there is another....



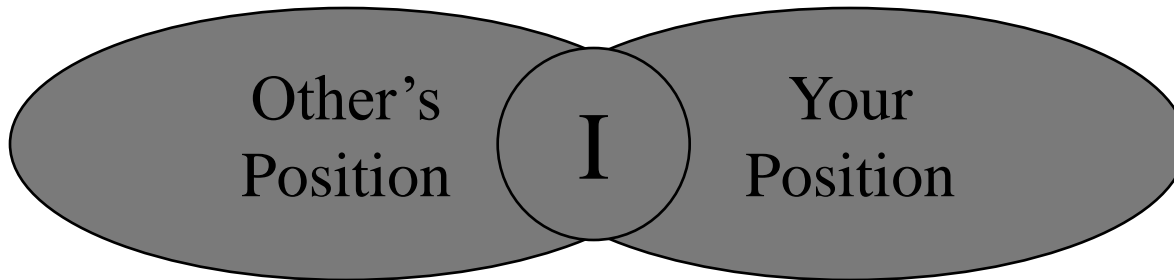
TACT AND SKILL

“It’s hard to hate a person
When you understand their
History” D. Eisenhower



COMMUNICATION IN CONFLICT RESOLUTION

- Seek first to understand.
- Identify the intersection.



- Seek to be understood.
- Mutually generate options and resolutions.

**The Key To Internal
Conflict:
Ask Yourself
“Am I Taking This Too
Personally?”- Why?**

CONFLICT RESOLUTION DEFINITION

Conflict resolution is a process to assist parties in communicating their issues and exploring solutions.

In the duality of the human mind, one might recognize that true conflict resolution is based on honest self-re-evaluation and the willingness to provide oneself with kindness and acceptance

CONFLICT MANAGEMENT STYLES WITH OTHERS

Avoidance – “Conflict”? What Conflict?

Accommodation - “Whatever you want is fine with me.”

Competition – “My way or the highway.”

Compromise – “Let’s split the difference.”

Collaboration – “How can we solve this problem?”

WHAT ARE THE PROS OF THESE STYLES: IN GROUPS

Avoidance: Avoids micromanaging, big brothering. Lets people handle their own conflicts. Lets the team live another day without challenging the norms that they are setting.

Accommodation: Lets the person recognize their importance, shows flexibility, calms things down.

Competition: When healthy its a great motivator

Compromise: All's fair, helps people to communicate and come to a decision fairly.

Collaboration: Working together for a successful conclusion

CONS OF THESE STYLES:

Avoidance: people get angry with you. Feels that nothing gets addressed/done.

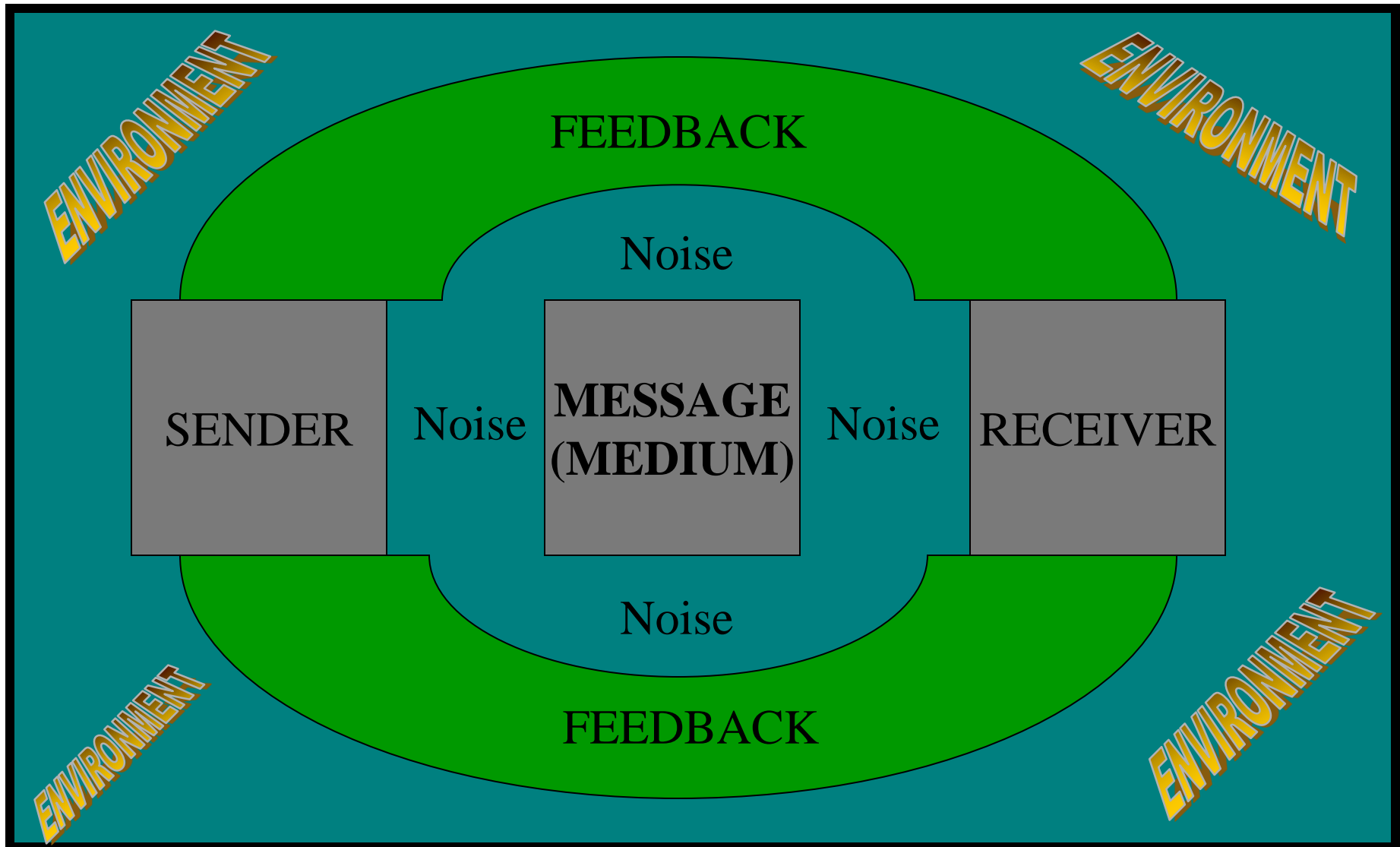
Accommodation: Makes the behavior seem as if its ok. People take advantage of this - Makes manager appear weak

Competition: could hurt feelings keep things brewing, creates resentment, could reduce effectiveness/productivity

Compromise: People may not want to agree, could take time and appear that nothing being done.

Collaboration: Working together might reduce confidentiality and the principal individuals expectations.

OUR COMMUNICATION MODEL



EFFECTIVE COMMUNICATIONS

Active Listening

Open – ended questions

Rephrase

Reflect

Summarize

Non-judgmental

Check body language

Use “I” Statements

The Iceberg of Conflict

ISSUE

Just Above The Surface

PERSONALITIES

Just Above The Surface

EMOTIONS

INTEREST, NEEDS, DESIRES

SELF-PERCEPTIONS, AND SELF-ESTEEM

HIDDEN EXPECTATIONS, AGENDAS

UNRESOLVED ISSUES FROM THE PAST

AWARENESS OF INTERCONNECTION



SEARCH FOR THE HIDDEN MEANING

Find your third voice and search for the following:

- Issues – What is the true conflict?
- Personalities – Are differences between your personalities contributing to the conflict?
- Interests – What do you really want?, What does getting what you want have to do with the conflict?

RESOLVING CONFLICT

Have a true desire to resolve the conflict

The challenge is not the conflict but the way in which you go about resolving it.

Identify the true problem

Remember to focus on the problem not the person.

Share to problem solving process and be accepting of the best information regardless whom might have shared it.

REVIEW

Learned the advantages and disadvantages of conflict

Discussed conflict between people

Learned conflict Management Styles

Learned Active/Effective Listening Skills

Discussed collaborative Problem Solving Tools

Practiced and processed learned materials

Thank-you!

Upon completion of this curriculum, please send your name and that of your supervisor to the e-mail box: dsamhpromise@state.de.us as proof of your task completion.

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