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

Do You Agree With This Statement?
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)
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 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?
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!

Point of Calm

Biological vs E.I. Response

Message

Perception of Interpretation

Moment of Instability
Can you Avoid CONFLICT?
Sometimes you can't. But conflict isn't always bad! Controlling your responses with tact and skill can reduce the likelihood of inappropriate behavior from repeating or escalating!

Besides...

Wouldn't it be great if you felt compelled to praise yourself because you thought through a situation instead of feeling bad because of it?

E.I. = Controlling Your Feelings
Methods Of Resolving Conflict

But there is another....
“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 it's 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

![Communication Model Diagram]
EFFECTIVE COMMUNICATIONS

Active Listening
Open – ended questions
Rephrase
Reflect
Summarize
Non-judgmental
Check body language
Use “I” Statements
The Iceberg of Conflict

ISSUE

PERSONALITIES

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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