Conflict Resolution & Group Activity ppt

We all face conflict at some point in our day, whether professionally and personally. Conflict at work, while unfortunate, is to be expected. Everyone is different. We do things differently. We like things done certain ways over doing them another way. All these differences can lead to conflict when individuals cannot agree.

Common causes of workplace conflict:

* Personality differences.
* Individual ways of doing things
* Workplace behaviors regarded by some co-workers as irritating.
* Unmet needs in the workplace.
* Perceived inequities of resources.
* Unclarified roles in the workplace.
* Mismanagement of organizational change and transition.
* Competing job duties or poor implementation of a job description—for example, placing a nonsupervisory employee in an unofficial position of "supervising" another employee.
* A systemic circumstance such as a workforce slowdown, a merger or acquisition, or a reduction in force.
* Poor communication, including misunderstood remarks and comments taken out of context.
* Differences over work methods or goals or differences in perspectives attributable to age, sex or upbringing.

How to constructively avoid conflict:

* Be culturally competent
* Actively listen and mirror what’s been said to you
* Consider how you would feel in the other person’s situation
* Calmly discuss the different perspectives
* Review the facts
* If a compromise or resolution cannot be reached, agree to involve a manager

When conflict arises:

* Don’t avoid it – it’s not going to go away
* Don’t be conciliatory – that will only breed resentment
* Listen carefully – you might change your view if you have more information
* Come to an agreement – hopefully it resolves, but if not then compromise
* Don’t hold grudges – once there is a solution, move on. If your holding onto things means the issue was NOT solved.

How to manage yourself during a conflict:

1. Meet in a neutral place where there won’t be interruptions
2. Don’t need to be right
3. Don’t look to place blame
4. Objectively look for a root cause
5. Identify your emotional state before you engage with someone about the issue
6. Actively listen the other person’s view
7. Validate and echo the other person’s feelings as well as their view point
8. Collaborate together on finding a solution
9. Keep the conversation goal oriented on solutions, avoid petty points
10. Meet in person to solve the issue. Communication through texts and emails can create misinterpretations
11. Admit if you were wrong
12. Avoid attacking the other person by telling them what they did, what they said, or how they acted. Express how you feel and how it affects you, and work to find a solution.
13. Focus on the behavior or action, not the personality type

<https://s3.wp.wsu.edu/uploads/sites/2070/2016/08/The-big-book-of-Conflict-Resolution-Games.pdf>