

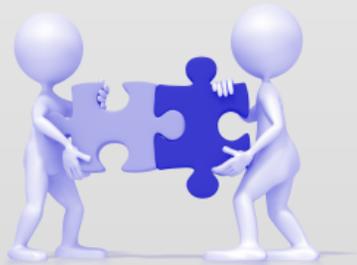
What Doesn't Work To Resolve Conflict

- Hitting
- Name calling
- Yelling
- Refusing to work conflict out
- Bad attitudes
- Unwillingness to compromise
- Venting and gossiping with any and everyone



What Will Help Resolve Conflict

- Controlling your emotions
- Seek to understand, then be understood
- Be willing to listen
- Have a win-win attitude
- Be open to negotiation and compromise



SJPP Liaison Office
“Enter Work With Skills”

MANAGING CONFLICT



What is Conflict?

We define conflict as a difference in perspective, beliefs, actions or interest.

Conflict is an inevitable part of life. Each of us possesses our own opinions, ideas and sets of beliefs. We have our own ways of looking at things and we act according to what we think is proper. Hence, we often find ourselves in conflict in different scenarios; may it involve other individuals, groups of people, or a struggle within our own selves. Consequently, conflict influences our actions and decisions in one way or another.

The Effects of Conflict

Conflict can be constructive or destructive

- When conflict occurs some people can feel defeated and demeaned, it puts a distance between people. There is a climate of mistrust and suspicion builds within departments and teams.
- Often with destructive conflict individuals and groups tend to concentrate on their own narrow interest, resistance develops rather than teamwork.
- The constructive conflict participants are able to put forward their own viewpoints and listen to their opponents viewpoints. Personal issues need to be kept out of the way.

Compromising- 'We meet half way'

Positives:

- A decision needs to be decided in a timely manner and both give something up.

Negatives:

- Can still be time consuming to find a solution that pleases everyone if parties are unwilling to give something up

Accommodating- 'I give in'

Positives:

- One person cares more about the other person than the issue

Negatives:

- If used too often persons may become resentful because they were not able to give their opinion.

Avoiding- 'I'm not dealing with this, I'll leave'

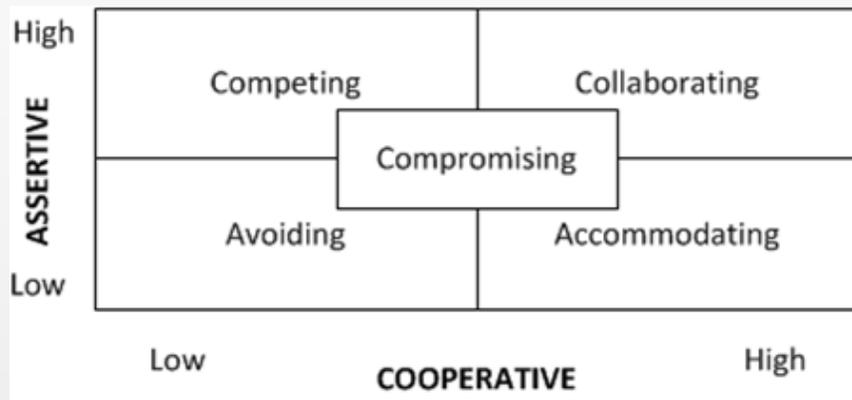
Positives:

- Get away from dangerous situations
- Allows you to cool down if emotions are high

Negatives:

- Didn't give their opinion even when it something that matters to them
- Avoiding conflicts too often and for too long may cause problems to escalate

The Five Conflict-Handling Modes



Competing- 'I take Charge'

Positives:

- When something needs to be decided quickly. (i.e. an emergency)

Negatives:

- Using it too often will cause disruptions in relationships

Collaborating- 'We both win'

Positives:

- Wants something that satisfies all sides
- Gets thoughts and feelings out and deals with them so they don't cause a problem later.

Negative:

- Time consuming
- Not worth it if it is not a pressing issue

Types of Conflict

Intrapersonal Conflict– This conflict happens within a person's mind. It involves the person's values, thoughts, principles and emotions. Interpersonal conflict comes in different ways, from more mundane ones like deciding which shoes you should wear with an outfit, to those that affect major decisions such as choosing a career path.

Interpersonal Conflict– This refers to a conflict between two people. We all have our different personalities which may sometimes end in a clash of opinions and choices.

Intra-group Conflict- This type of conflict happens among individuals within a team. It arises from interpersonal disagreements of differences in views and ideas.

Intergroup Conflict– this takes place when a misunderstanding arises among different teams within an organization. For example the sales department may have conflict with the customer support department. Each group may have their varied set of goals and interest.

