



CONFLICT RESOLUTION & PROBLEM SOLVING

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Learning Objectives:

Understanding
Conflict



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Understanding
Conflict

5 Steps



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Styles of
Handling
Conflict



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Understanding
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5 Steps

Styles of
Handling
Conflict

Win/Win
Approach





Understanding Conflict

Understanding Conflict

Who here has ever had a conflict?

Understanding Conflict

Who here has ever had a conflict?

Who has not?

Understanding Conflict

Levels of Conflict



Discomfort

Understanding Conflict

Levels of Conflict



Discomfort

Incident

Understanding Conflict

Levels of Conflict



Discomfort

Incident

Misunders-
tanding

Understanding Conflict

Levels of Conflict



Discomfort

Incident

Misunderstanding

Tension

Understanding Conflict

Levels of Conflict

Discomfort

Incident

Misunders-
tanding

Tension

Crisis

Understanding Conflict

That “gut” feeling that things just aren’t right.



Understanding Conflict

That “gut” feeling that things just aren’t right.



DISCOMFORT

Understanding Conflict

Has something minor happened which has left you upset or irritated?

A large, empty green rounded rectangular box for the user's response.

Understanding Conflict

Has something minor happened which has left you upset or irritated?



INCIDENT

Understanding Conflict

**Are the details of the situation unclear?
Cannot figure out clear motives or
intent?**



Understanding Conflict

**Are the details of the situation unclear?
Cannot figure out clear motives or
intent?**



MISUNDERSTANDING

Understanding Conflict

Anxious about your relationship with the other person? Are you about to explode/resign/give them a piece of your mind?



Understanding Conflict

Anxious about your relationship with the other person? Are you about to explode/resign/give them a piece of your mind?

TENSION

Understanding Conflict

Emotions running too high? Are the two parties not talking anymore? Does the conflict seem extremely complex?



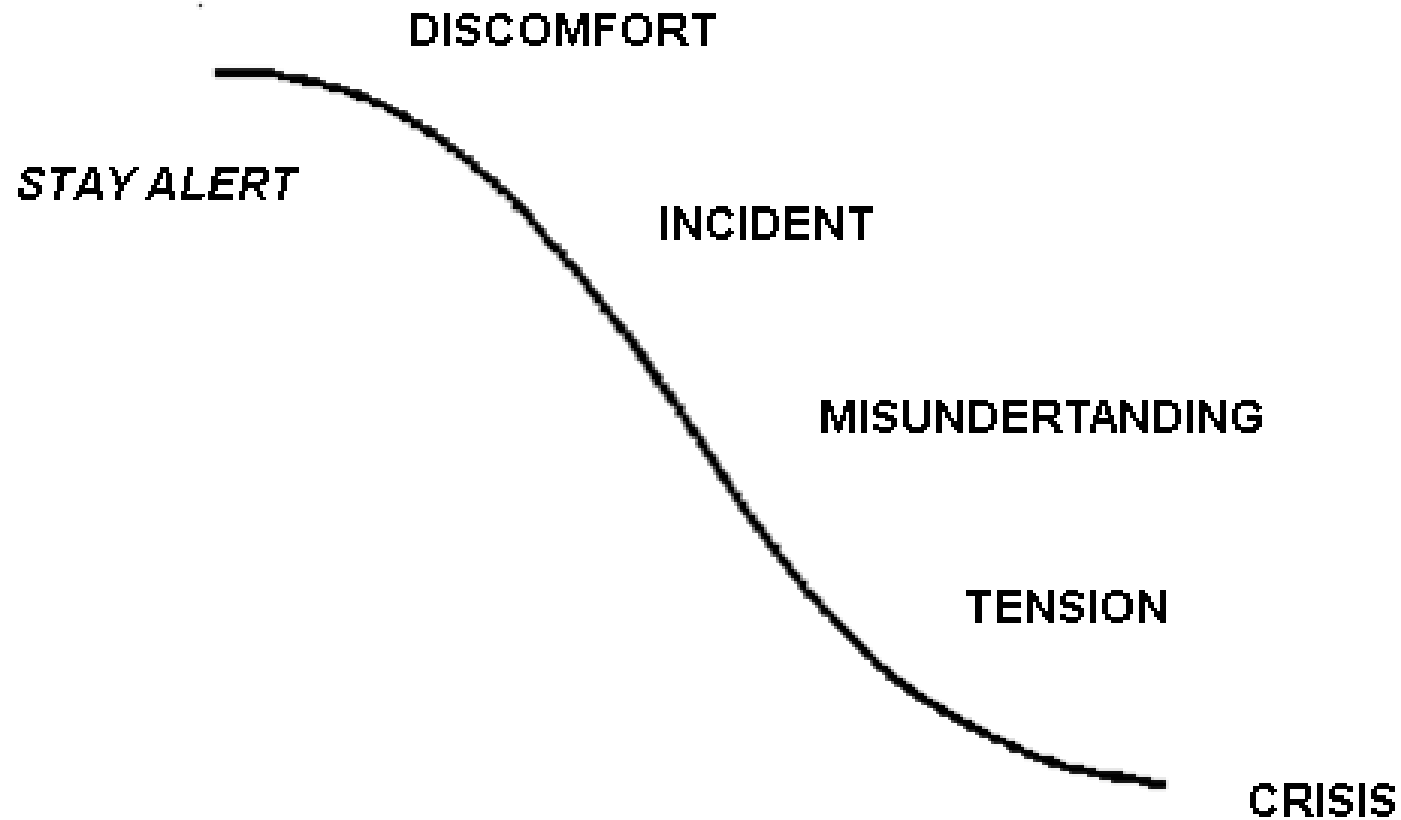
Understanding Conflict

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CRISIS

Understanding Conflict



Understanding Conflict

- Look for the early clues to conflict



Understanding Conflict

- **Look for the early clues to conflict**
- **Greet conflict in a positive way**



Understanding Conflict

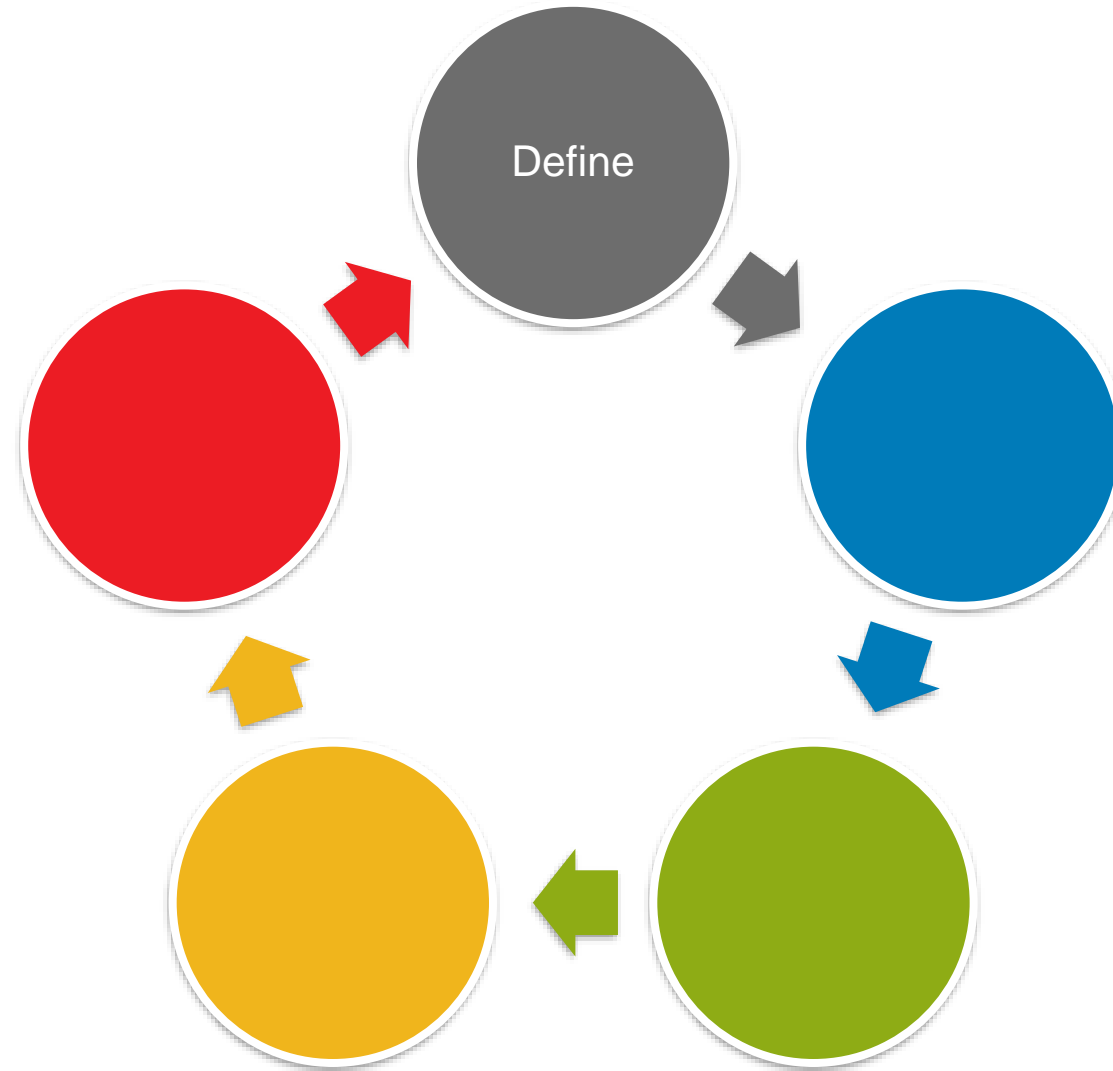
- **Look for the early clues to conflict**
- **Greet conflict in a positive way**
- **Identify the level of conflict to help choose an appropriate strategy**



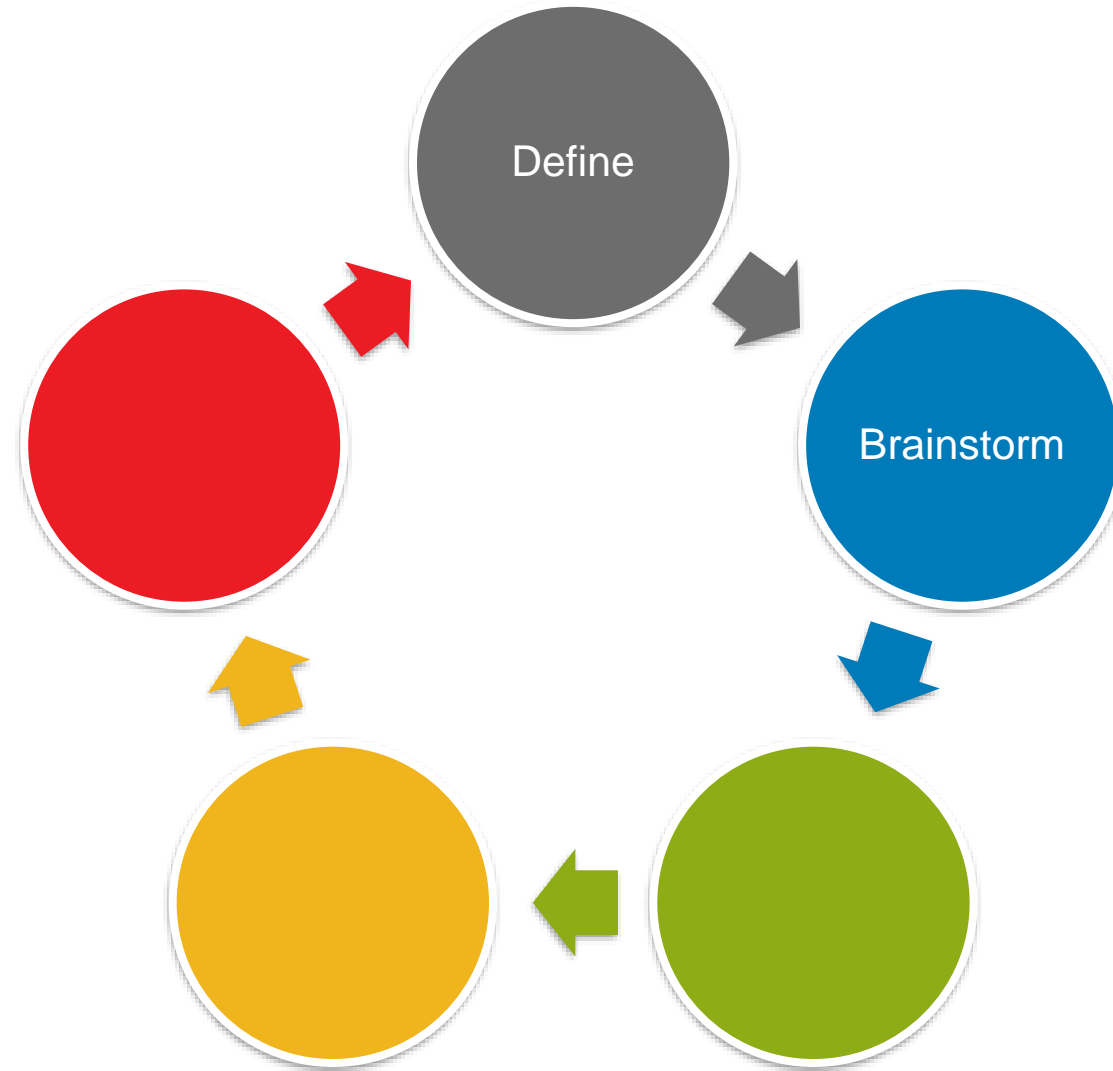


5 Steps to Conflict Resolution & Problem Solving

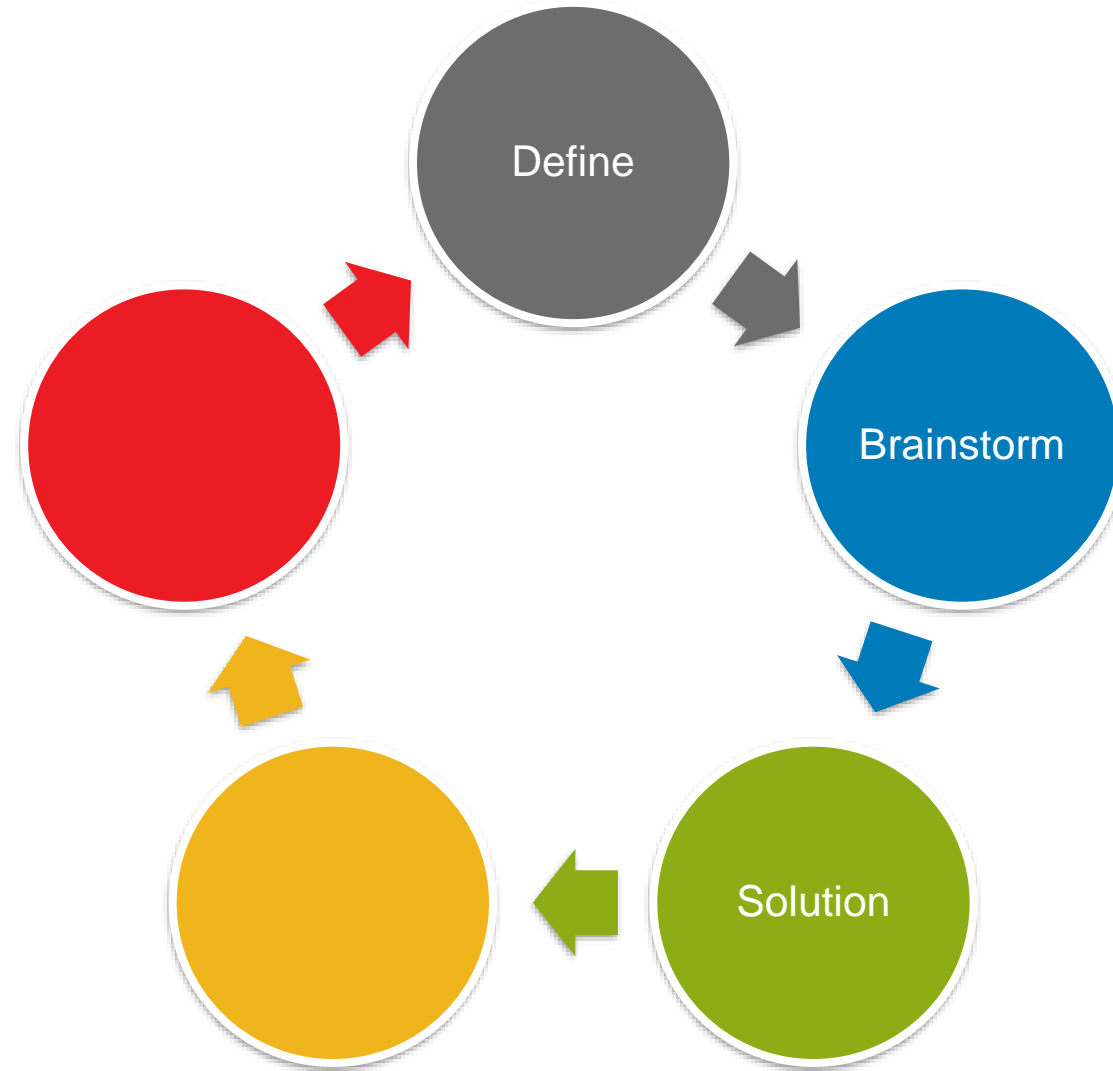
5 Steps to Conflict Resolution & Problem Solving



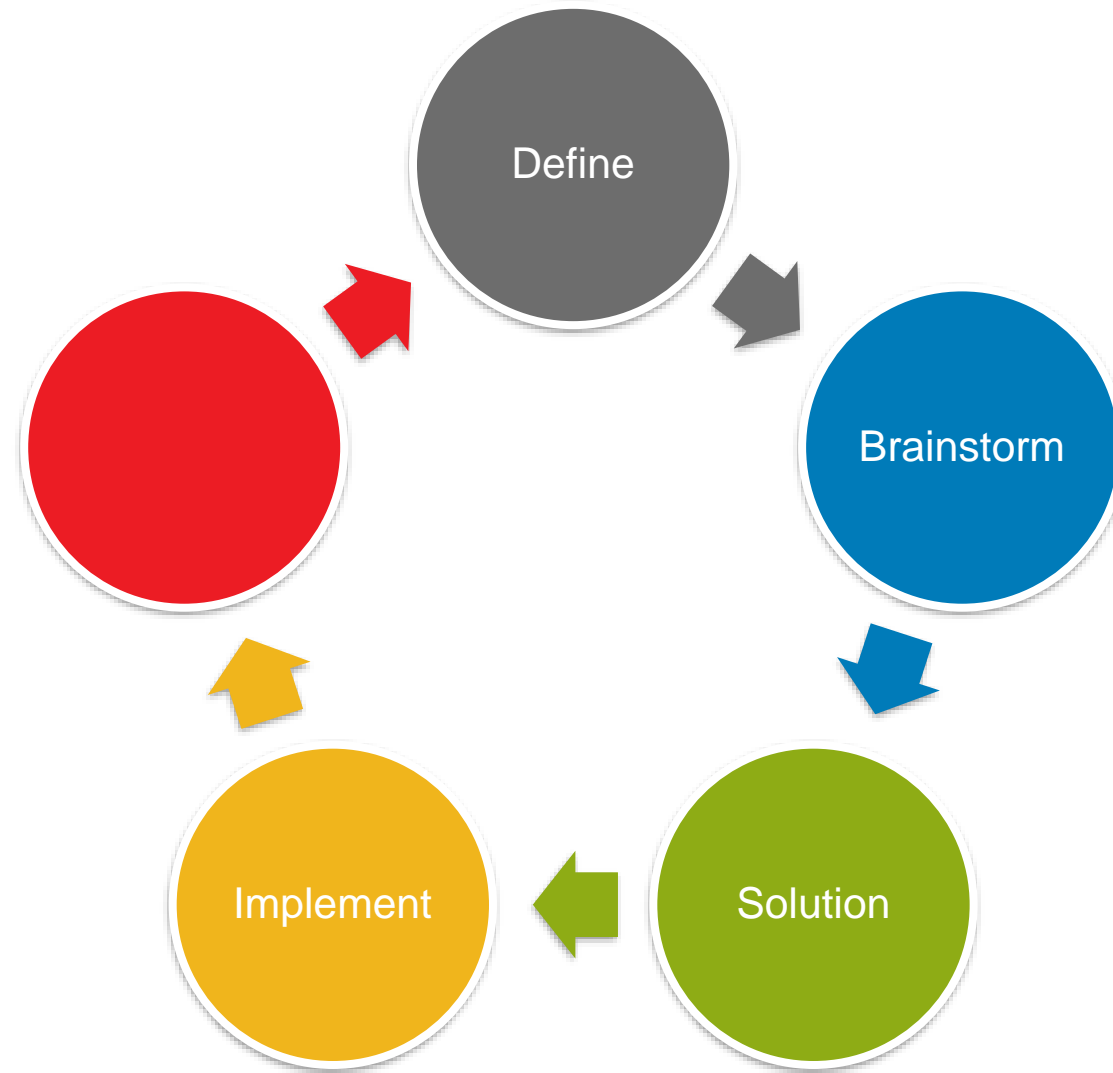
5 Steps to Conflict Resolution & Problem Solving



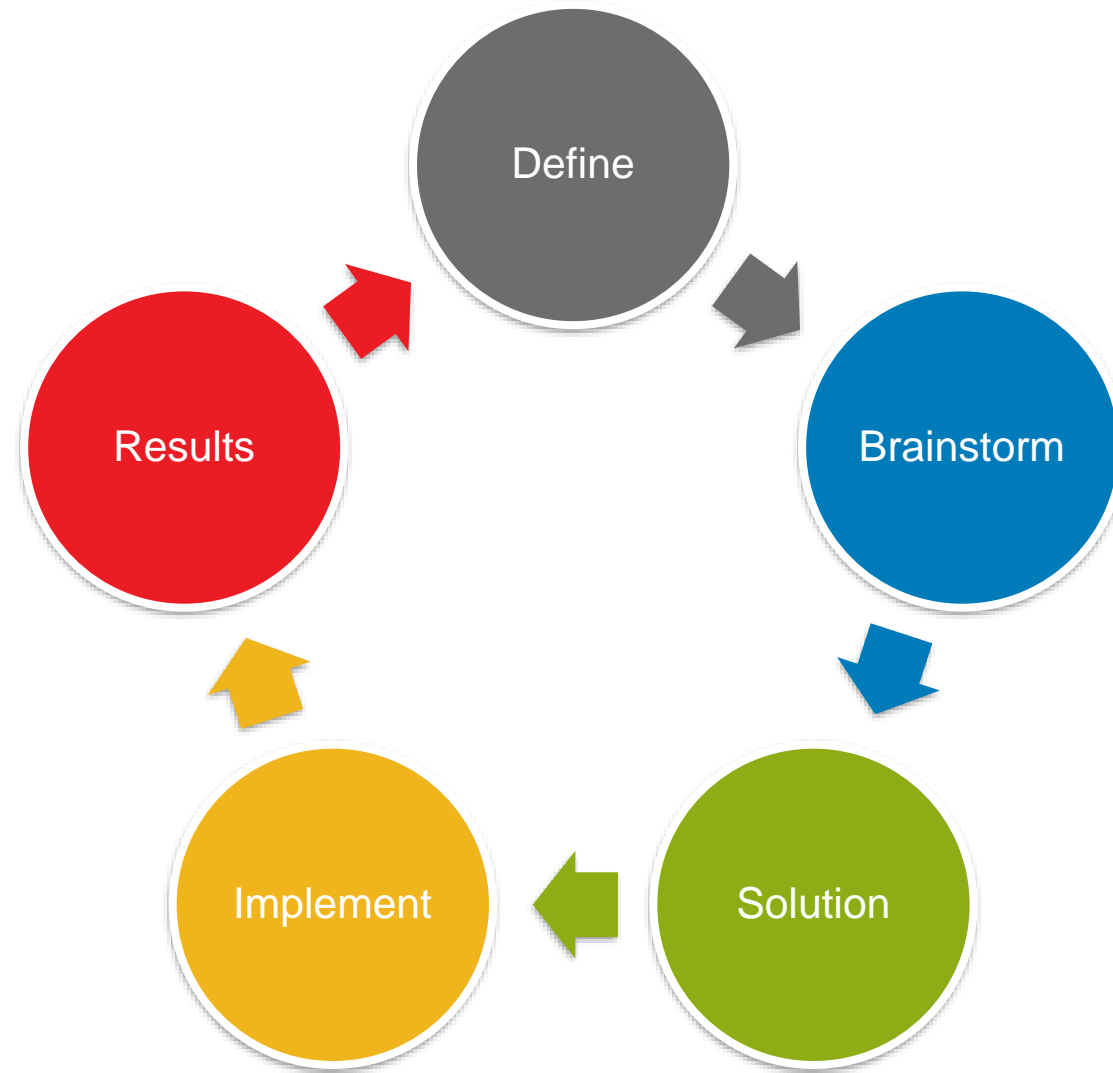
5 Steps to Conflict Resolution & Problem Solving



5 Steps to Conflict Resolution & Problem Solving



5 Steps to Conflict Resolution & Problem Solving



Define: What are you trying to solve? In addition to getting clear on what the problem is, defining the problem also establishes a goal for what you want to achieve.

Input: something is wrong or something could be improved

Output: a clear definition of the opportunity and a goal for fixing it.



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Brainstorm: What are some ways to solve the problem? The harder the problem, the more solutions you may need.

Input: a goal; research of the problem and possible solutions; imagination.

Output: pick-list of possible solutions that would achieve the stated goal.



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Results: What did you do? To know you successfully solved the problem, it's important to review what worked, what didn't and what impact the solution had.

Input: resolutions; results of the implementation

Output: bullets on your resume; promotions





Conflict Handling Styles

Conflict Handling Styles

Each of us may handle conflict differently.



No conflict style is inherently right or wrong, but one or more styles could be inappropriate or ineffective for a given situation.

Competing

Competitors come across as aggressive, autocratic, confrontational, and intimidating.

Value of issue/goal

- High

Value of relationship

- Low

Result

- I win, you lose



Accommodating

It's very important to understand, accommodation doesn't mean "weakness".

Value of issue/goal

- Low



Value of relationship

- High



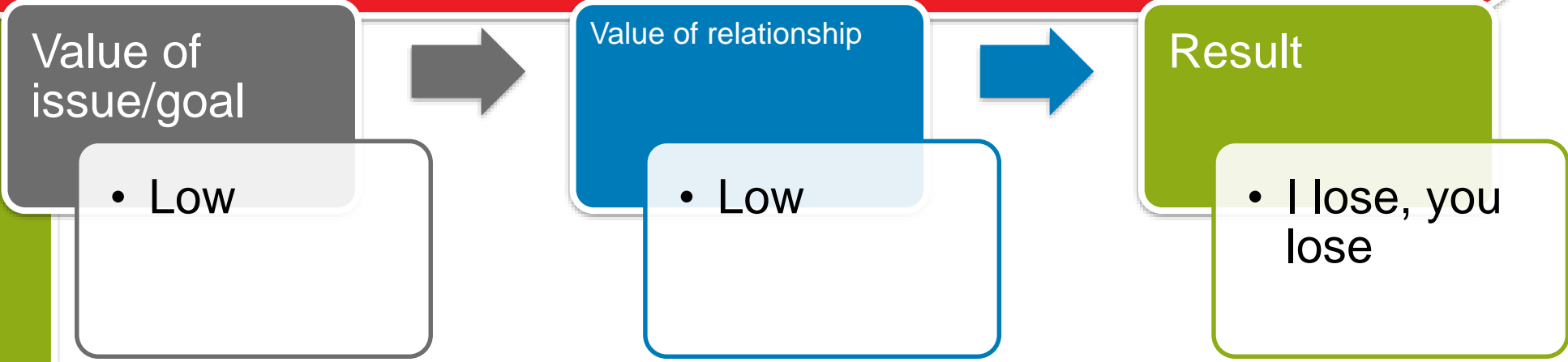
Result

- I lose, you win



Avoidance

Avoiders deliberately ignore or withdraw from a conflict rather than face it.



Compromising

Compromisers are willing to sacrifice some of their goals and persuade others to give up theirs too—give a little, get a little.

Value of issue/goal

- Medium

Value of relationship

- Medium

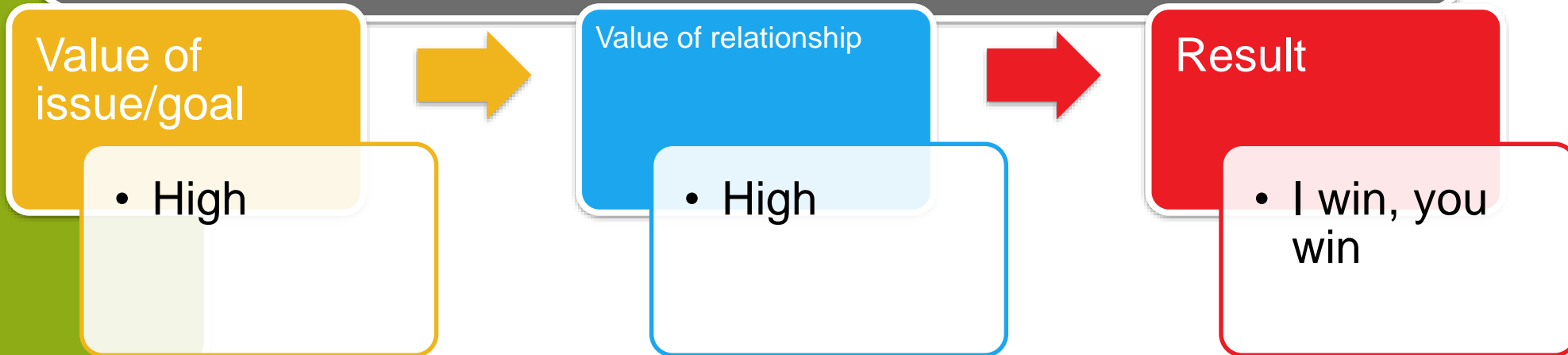
Result

- I win some, you win some



Collaboration

Collaboration generates creative solutions that satisfy all the parties' concerns creates respect, trust, and builds relationships.





Win/Win Approach

Everyone's a winner!

An illustration showing two black stick figures. One is on the left holding a blue puzzle piece with the word 'WIN' on it. The other is on the right holding a red puzzle piece with 'WIN' on it. Between them is a large orange with a green leaf. The background is white with a yellow vertical bar on the left and a blue rounded rectangle in the center.

Win/Win Approach

What could they have done in order for both of them to have the whole orange?



Win/Win Approach

What could they have done in order for both of them to have the whole orange?

Talked



Win/Win Approach

What could they have done in order for both of them to have the whole orange?

Listened



Win/Win Approach

What could they have done in order for both of them to have the whole orange?

Found out what each other wanted/needed



Win/Win Approach

The KEY to a Win/Win approach is to explore needs before settling on a solution.



Win/Win Approach

Principles of a Win/Win Approach

- Considering what I want AND what they want
- Be concerned with what's fair
- Respect relationships
- They don't have to lose for me to win
- Find a solution including as many needs as possible



Win/Win Approach

Benefits of a Win/Win Approach

- Increased productivity
- Encouraging creativity in people
- Results in good quality solutions
- Commitment from employees
- Focusing energy and attention on solving problems instead of fighting