

CONFLICT RESOLUTION STRATEGIES

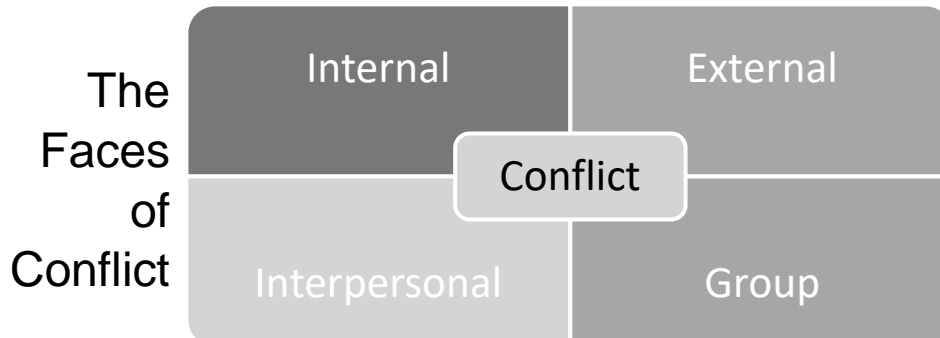
WHY Worry About Conflict?

- 1.
- 2.

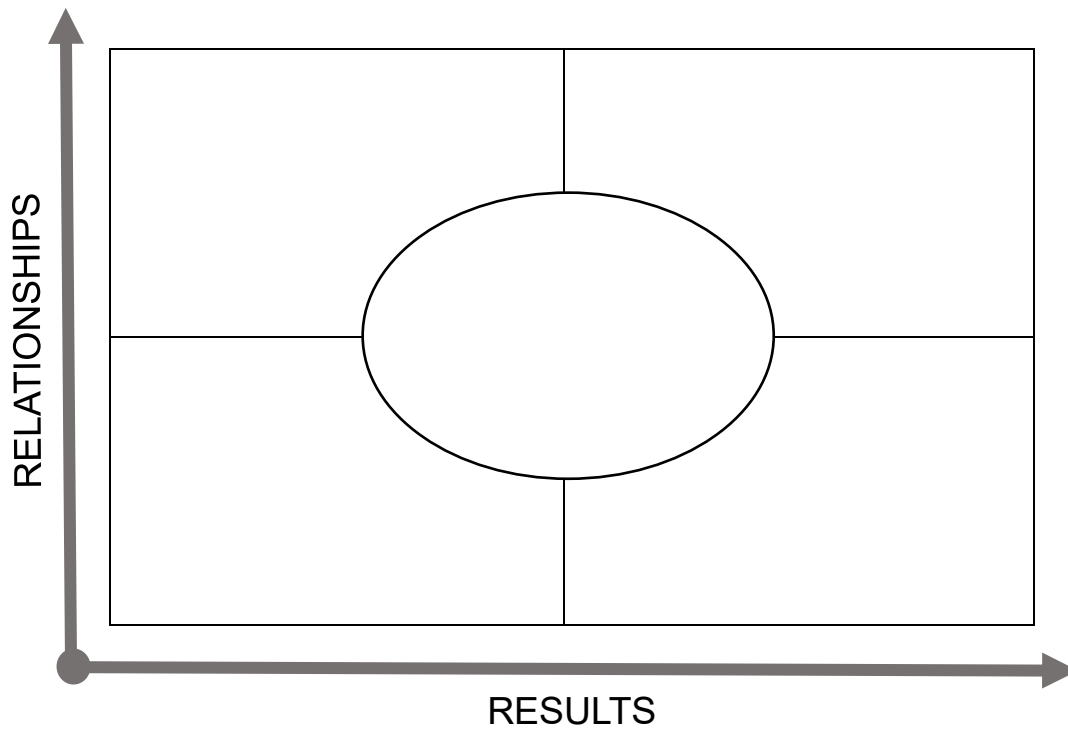
What are the ingredients of conflicts you have seen?

Think About It...

1. When is conflict useful?
2. When is conflict destructive?
3. How comfortable are you with conflict?
4. How do you normally deal with conflict?
5. Have you ever felt "forced" by conflict to do or say things you wish you had not?
6. What is your greatest challenge in managing conflict?



Strategies, Styles & Choices – *First, decide what is most important...*



Distributive Bargaining (Zero Sum)	Integrative Bargaining (Creating Value)
<ul style="list-style-type: none"> ■ This is a win-lose strategy. 	<ul style="list-style-type: none"> ■ It is possible for both sides to win.
<ul style="list-style-type: none"> ■ Sides are primarily concerned with maximizing their own interests. 	<ul style="list-style-type: none"> ■ Sides are primarily concerned with maximizing joint interests.
<ul style="list-style-type: none"> ■ Strategies used may include manipulation, force, and withholding information. 	<ul style="list-style-type: none"> ■ Strategies include information sharing, collaboration, and creative problem solving.
<ul style="list-style-type: none"> ■ Trust balances are low. 	<ul style="list-style-type: none"> ■ Resources are variable.

Conflict Resolution Steps:

- Identify _____
- Confirm _____
- Brainstorm _____
- Reach _____
- Plan _____

7 Tips to Unlock Difficult Situations:

1. Receive your offers and work to advance the scene.
2. Stay focused on objectives.
3. Turn your objections into questions.
4. Manage the visual message.
5. Mentally rehearse and expect the best.
6. Acknowledge the other's perspective.
7. Focus on facts; not on stories or interpretations.

BONUS TIP:

Choose your channel based on your objective, not your comfort level.

Apply It! Think of a current/simmering/potential conflict.

- Which type is it?
- Which process is dominant?
- What is preventing resolution?
- Which is most important: relationships or results?
- Which style choice is *probably* the best?
- Which conflict resolution step is most needed to unlock?
- Which tip should be your next step?
- Which channel is most appropriate?

