Overview

• The nature of conflict
• Cost of unproductive conflict
• Leadership, Conflict & Change
• Conflict to Cooperation model
• Practice

What are some typical conflicts or challenges you face on the job?
What is Conflict?

Group 1  - What is ‘good’ conflict?
          - What is the value?

Group 2  - What is ‘bad’ conflict?
          - What is the cost?

Conflict Management Style Assessment

1. Complete the assessment
2. No right/wrong answers
3. Score on page 3

Conflict Management Styles

Accommodator (Score: Win)
Score: ___

Collaborator (Score: Win)
Score: ___

Compromiser (Score: Mini Win/Mini Loser)
Score: ___

Avoider (Score: Postpone/Withdraw)
Score: ___

Controller (Score: Win)
Score: ___

Concern for Relationships
Concern for Personal Goals
Leadership & Conflict

• A role of a leader is both to:
  • Create conflict via change
  • Facilitate others through the conflict

CCGA Conflict Management Model

- I think the conflict/problem is
- What do you think is the conflict/problem?
- Why is it a problem for the group/org?

- What actions can we take to resolve this conflict?
- Conflicts:
  Communication:
  - Concerns:
    - What are your concerns?
    - Let me share my concerns...
    - What are the organization's concerns?

- Goals:
  - What are your goals?
  - Let me explain my goals.
  - What is best for everyone?
What you should know…

- There is purpose to the flow
- Encourages ‘visible’ dialog
- Includes all stakeholders
- Cyclical, flexible
- Group or individual orientation

Case Study
Family Night Out?

Rebecca has been working late every night this week. It’s Friday and she is looking forward to relaxing at home. In fact, Rebecca picked up a video on the way home that will be perfect to sit back and unwind.

As she enters the door, her husband, Thomas, greets her with the following news. “Honey, guess what? I made reservations for us to go out to dinner tonight and I bought tickets to that concert you want to see! Oh, and don’t worry, the sitter will be here in 20 minutes. You just need to shower and change quickly or we will miss our dinner reservations.”

Insights, observations?
Summary

• The nature of conflict
• Cost of unproductive conflict
• Conflict to Cooperation model
• Communication skills
• Resolving conflict on the job
• Leadership & Conflict

“I’ve got it too, Omar..., a strange feeling like we’ve just been going in circles.”
Managing Conflict in the Workplace

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Overview

• The nature of conflict
• Cost of unproductive conflict
• Conflict to Cooperation model
• Resolving conflict on the job

For more information on how you can create a problem-solving culture and train employees to build productive relationships with others call Dr. Garry McDaniel, 614-947-6173 or email prodev@franklin.edu
List some of the typical conflicts or challenges you face on the job…
What is Conflict?

Group 1  - What is ‘productive’ conflict?
          - What is the value?

Group 2  - What is ‘negative’ conflict?
          - What is the cost?
CCGA Conflict Management Model

- I think the conflict/problem is _____.
- What do you think is the conflict/problem?
- Why is it a problem for the group/org?

**Conflict** (Surface problem)

- What actions can we take to resolve this conflict?

**Actions** (Who, what, when..)

**Concerns** (Motives, needs)

- What are your concerns?
- Let me share my concerns..
- What are the organization’s concerns?

**Communication Skills**

**Goals** (Win-win solution)

- What are your goals?
- Let me explain my goals.
- What is best for everyone?
Case Study

Special Date?

Rebecca has been working late every night this week. It’s Friday and she is looking forward to relaxing at home. In fact, she picked up a video on the way home that will be perfect to sit back and unwind.

As she enters the door, her husband, Thomas, greets her with the following news. “Honey, guess what? I made reservations for us to go out to dinner tonight and I bought tickets to that concert you want to see! Oh, and don’t worry, the sitter will be here in 20 minutes. You just need to shower and change quickly or we will miss our dinner reservations.”
Special Date?

- **Concerns** (Motives, needs)
- **Actions** (Who, what, when..)
- **Conflict** (Surface problem)
- **Goals** (Win-win solution)
- **Communication Skills**
- **Concerns** (Motives, needs)
What you should know…

- There is purpose to the flow
- Encourages ‘visible’ dialog
- Includes all stakeholders
- Cyclical, flexible
- Group or individual orientation
On-the-Job Practice

- Think of a conflict, problem or opportunity at work
- Identify the top 2-3 key stakeholders
- Map out the conflict, problem or opportunity
- Share with a partner
- Note their insights, suggestions (Practice communication skills)
Identify one major point of learning you intend to apply back on the job.
Summary

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• Resolving conflict on the job