



***This Session will Begin Momentarily  
The Session is Being Recorded  
Please mute your phone lines. Following the Presentation, Lines  
will be Open for Q & A***

# Welcome!

- Introductions
- Session Objectives
  - The examine and approach conflict as a process
  - Reduce the potential cost and minimize the negative consequences of unresolved differences
  - Improve productivity by handling conflict more effectively
  - Contribute to an open, collaborative environment



# Welcome!

- Introduction to Conflict
- How often do we experience and deal with conflict?
- Do you think there is more conflict today than there was in the past? Why?



# The Potential is There...

- Motivation and drive to do well
- Differences in styles, perceptions and opinions
- Changes in organization dynamics (size, funding, client demands, etc.)
- Changes in technology and processes
- Increased and changing needs and demands



# What are the costs to leaving conflict resolution up to chance?

- No indication of what the outcome will be
- Possible damage to personal and professional relationships
- Possible negative affects to clients and patient care
- Possible harm to the organization as a whole



# What do we do?

- Sometimes we react – this leaves the outcome to chance
  - We have less control of what the outcome might be
  - We risk the consequences of a negative outcome
- Making a conscious choice on how we handle conflict will allow you to have **more control** over the outcome



# Making A Conscious Choice

- Striving for a positive outcome that meets both parties needs as much as possible
- Considering and developing a personal strategy for dealing with conflict when you face it
- Consider the choices that you have available for dealing with conflict



# Considerations and Strategies

- Stages of Conflict
- Tactic Levels of Resolution for Escalating Conflict
- Making choices about how we initially handle conflict
  - Resisting
  - Retreating
  - Resolving
- Effective Elements of Interactions



# Recognizing the Stages of Conflict

- **Differences** – Differing ideas, goals or points of view
- **Discord** – Demonstrated when people start looking out for individual interest rather than mutual goals
- **Dispute** – Conflict in full swing usually demonstrated by parties focusing on “winning”, creating allies or personal rather than common goals



# Recognizing Tactics in Relation to Escalating Conflict

- **Take no action** – appropriate when all parties are still working toward a common goal
- **Coach** – working with the party or parties “behind the scenes” to build ability and to generate possible approaches



# Recognizing Tactics in Relation to Escalating Conflict

- **Mediate** – taking an active role in bringing the parties together by facilitating the discussion
- **Take charge** – required when conflict is interfering with productivity, teamwork, morale or customers
  - Requires you to inform parties what they must do, reinforce responsibilities and follow up to ensure plan is accomplishing it's objective



# How to Initially Respond to Conflict

- There are three possible strategies we will consider
  - Resist
  - Retreat
  - Resolve



# Resisting

- When you might you consider resisting
  - When it's not your responsibility
  - When a person is trying to coerce or manipulate
- Has a high potential for negative outcome
- Typically a response only regarded for requests that are egregious
- A more effective approach may be to escalate the conflict and secure support



# Retreating

- When you might you consider retreating
  - When the conflict needs to “cool down” or is too heated or emotional to be addressed productively
  - When additional information/research is needed
  - When possible options or solutions need to be explored
- Retreating is only a temporary or short term strategy since it does not address or reach a solution to the conflict



# Resolving

- This approach can be utilized when:
  - All parties are willing to collaborate
  - You have the ability to address and resolve the conflict
- This approach also takes effective interaction skills to accomplish



# How To Effectively Interact

- Consider the two kinds of needs people have
  - **Personal** – to be understood and involved
  - **Practical** – to reach a productive outcome



# How To Effectively Interact

- Consider the stages of an interaction
  - **Open** – *clearly state the purpose and anticipated outcome of the discussion*
  - **Clarify** – confirm that all parties understand and agree on the issue, supporting facts and the common goal
  - **Develop** – discuss and develop a plan of action to accomplish the desired common goal
  - **Agree** – review and confirm commitment by each party of actionable items and follow up commitments
  - **Close** – summarize the interaction and reiterate the next point of follow up



# Putting It All Into Action

- Consider the skills and strategies you would like to use when faced with conflict
- Consider the situations you face where conflict regularly presents itself
  - Look at the personal and practical needs
  - Examine the level of escalation and the response you would think most appropriate
  - Plan and practice your strategy (role play with a colleague if possible)
  - Effective practice makes for improved skills and execution



# Questions?

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*\*A Certificate of Attendance shall be issued to each participant*

**Questions About the WebEx?**

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