

SUPER HUMAN **Conflict-Resolution**

*Understanding, Dealing With,
and Preventing Conflict*

presented by



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Which one fits your picture of conflict?



It Impacts Our Businesses/Clients

Conflict, whether explicit or implicit, is one of the largest wastes in any project or business.

- > 85% of workers experience conflict
- > Typically around 2.8 hours per week
- > Costs at least \$359 billion annually
- > Delaying or derailling important projects or company changes.

It Impacts Us Personally

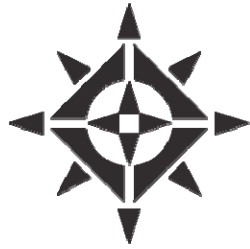
Unresolved conflict significantly...

- > Decreases productivity
- > Negatively impacts our self-perception
- > Increases personal anxiety/depression
- > Impacts ALL personal relationships

Overview

We'll address three things today:

- > Understanding the 3 phases of conflict**
- > Tools for dealing with each phase**
- > Proactive Ideas for preventing or reducing conflict in groups/teams**




**The greatest thing is,
at any moment, to be
willing to give up who we
are in order to become
all that we can be.**

Max De Pree

The 3 Phases of Conflict





**Conflict is like cancer.
Left alone, it spreads, and makes healthy
systems/people/teams sick.**

Phase 1 – Dynamics

- > Differences exist and are noted.
(Goals, needs, perspectives, values, methods, interests)
- > People are still focused on issues.
- > People remain rationale/considerate.
- > People exchange ideas and don't overprotect their positions.
- > Suspicion has not set in.
- > People are focused on resolution.

Phase 1 – Actions

- > Value each individual; don't brush off them off and assume "get over it."
- > Keep group direction and priority clear.
- > Respond to complaints with fairness and justice. Small misunderstandings rarely go away on their own.

Phase 2 – Dynamics

- > Uneasiness present because of perceived unfairness or hurt.
- > Differences are accentuated as bad.
- > Language becomes less specific.
(“They always...” or “you can never...”)
- > The opposition is depersonalized.
- > People stop sharing information; take sides, and work against each other.

Phase 2 – Actions

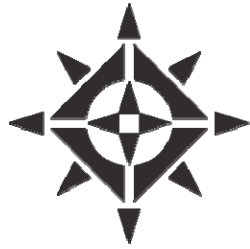
- > Do not take a “wait and see” posture; you will lose.
- > Acknowledge the problem directly with the group/team.
- > If necessary, invite a neutral mediator.

Phase 3 – Dynamics

- Slander becomes acceptable.
- People identified with strong positions.
- Leaders emerge on both sides.
- Either-or ultimatums presented.
- Structures sabotaged or leveraged.
- Perception becomes the new reality.

Phase 3 – Actions

- > **Get down!** 😊
- > Act quickly and do not be indecisive – with issues or with people. At this stage, people will tolerate modest mistakes more than indecision.
- > Immediately get outside intervention.



**If at first you don't
succeed, before you try
again, stop to figure out
what went wrong.**

Leo Rosten

Preventing Conflict



Prevention

- > Test the waters before implementation or dogmatic proclamations.
- > Work with individuals before groups; this will aid buy-in at the group level.
- > Listen and respond to the resisters.
- > Lead boldly.

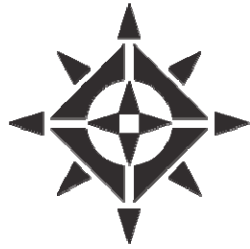


So, which one fits your conflict approach?



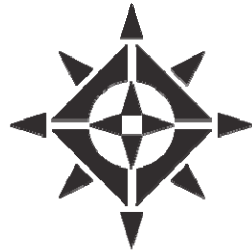


How about something like this?



**Remember, growth is
the only evidence of life.**

Cardinal Newman



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**Helping businesses create
better teams and brighter futures.**

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