

# Conflict Management

## *Handling Disagreements*

---

Facilitated by Jackie Bardsley

**BARDSLEY**  
ASSOCIATES

# Staying in the Problem-Solving Zone

---



## Problem-Solving Zone

Differences of opinion

Healthy debate

Alignment of goals and priorities



**Avoiding Conflict?**



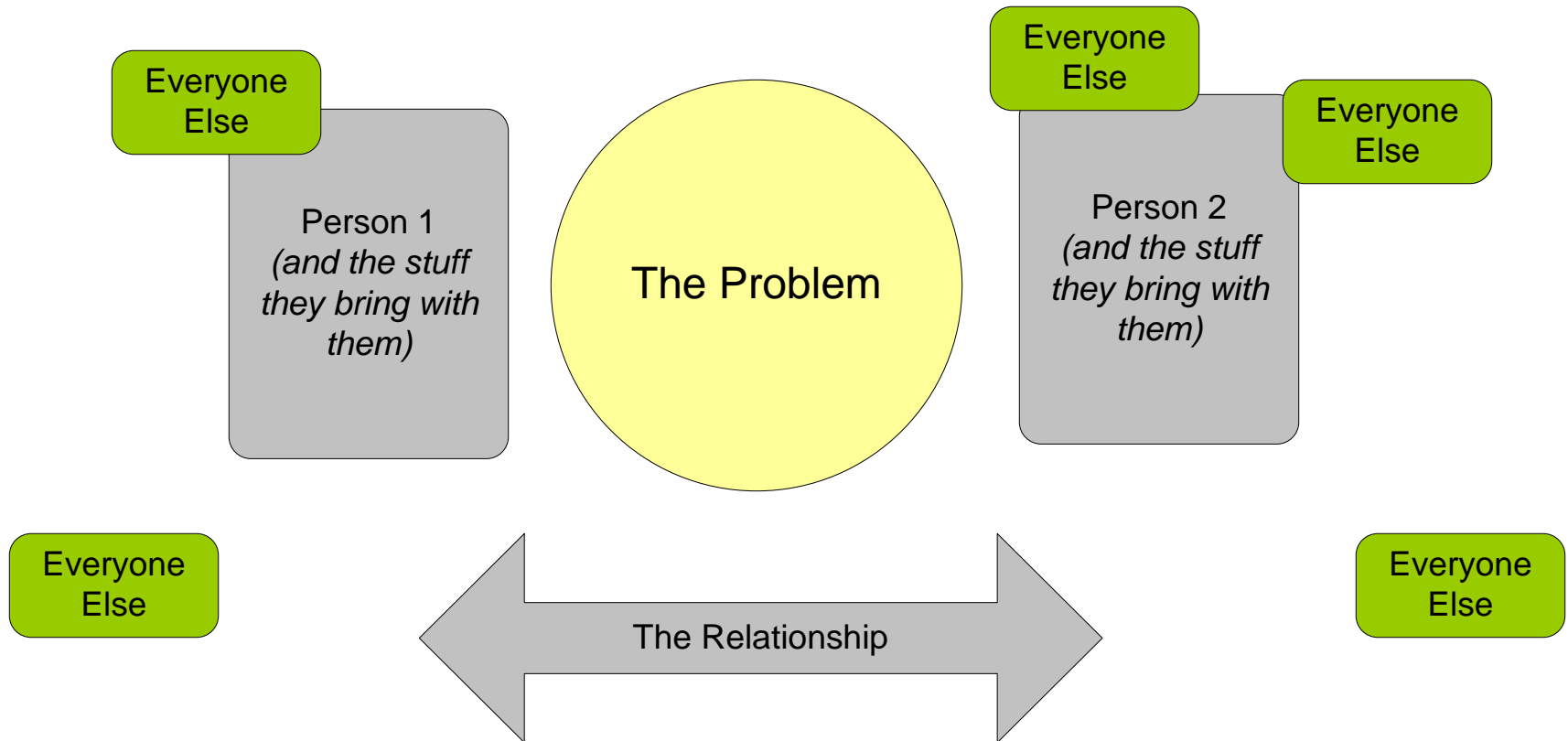
# Tactics for Handling Disagreements

---

- Analysis
  - Persuasion
  - Lobbying
  - Escalate decision upwards
  - Use third parties (mediators, facilitators, arbitrators)
  - Reciprocity
  - Retaliation
  - Complain to others
- How are these tactics used  
In your organization?  
Which are productive?**

# The Problem is Only Part of the Problem

---



# Techniques to Avoid Unhealthy Conflict

---

- Separate the person from the problem
  - Both are important
- Understand the other's perspective
- Focus on goals and interests – not entrenched positions
- Use objective criteria to help make decisions – e.g., best practices



**BARDSLEY**  
ASSOCIATES