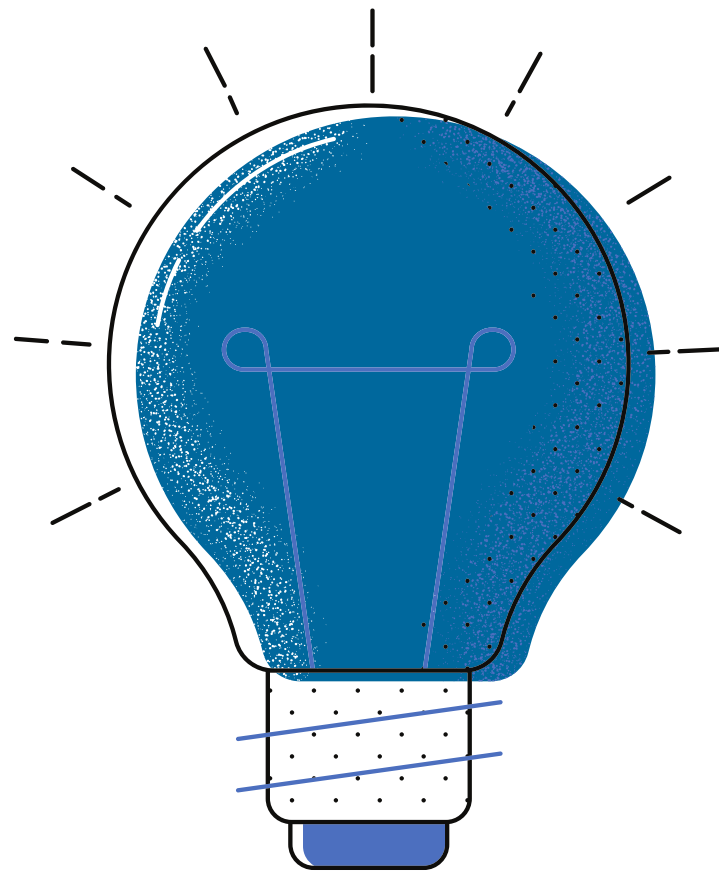


Conflict Management

Staying Ahead of Trouble

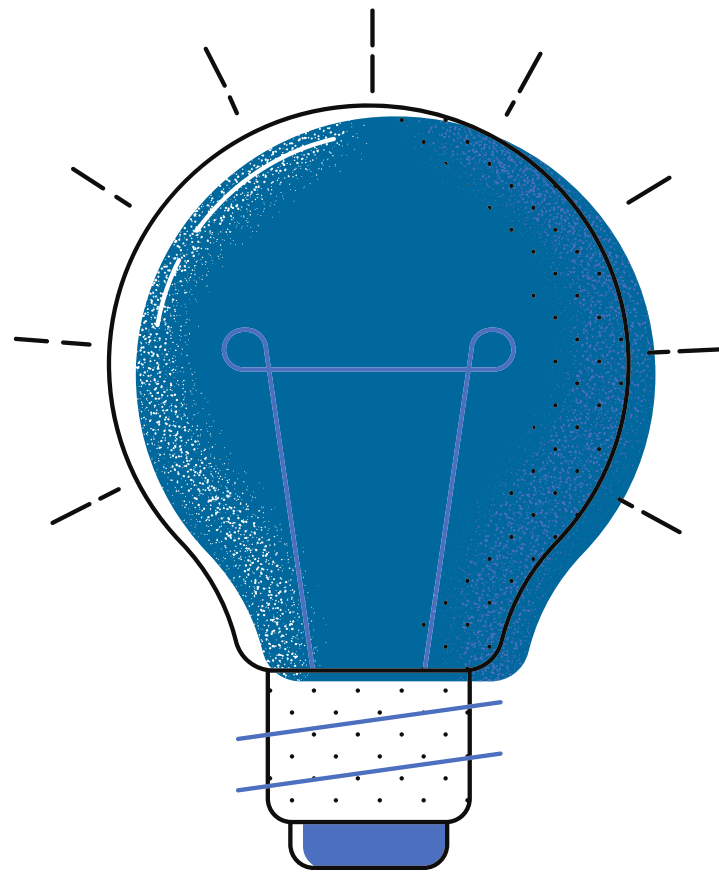


Interview each other with the questions in your handout:

1. What is your greatest strength when relating to people?
2. If you could change one thing about the way you handle conflict, what would it be? Why?
3. Which of the listed behaviors do you tend to utilize when you are not managing conflict effectively?
4. What are some reasons that you tend to use those behaviors?
5. What is a conflict situation you encountered in the past few weeks that didn't turn out as well as it could have turned out? (either an obvious conflict, or an avoided conflict)

Pick a Conflict

Write down a specific conflict that you had or may have with another person. It could be one of the following:



- A conflict you had in the last few months that did not go as well as you hoped.
- A conflict you avoided in the last few months, anticipating it would not go well.
- A conflict you anticipate having in the near future.
- A conflict you anticipate having if you confronted someone's behavior.

Conflict

Conflict

Differences

Conflict Management

Navigating differences...

...while growing the
relationship

Skilled Behaviors: Conflict Management

- ✓ Steps up to conflicts, seeing them as opportunities
- ✓ Reads situations quickly
- ✓ Good at focused listening
- ✓ Can hammer out tough agreements and settle disputes equitably
- ✓ Can find common ground and get cooperation with minimum noise

Unskilled Behaviors: Conflict Management

- ✓ Avoids conflict
- ✓ May accommodate, want everyone to get along
- ✓ Takes conflict personally
- ✓ Gives in and says yes too soon
- ✓ Gets into conflict by accident
- ✓ Doesn't see it coming
- ✓ Will let things fester rather than dealing with them directly
- ✓ Will try to wait long enough for it to go away
- ✓ May be excessively competitive and have to win every dispute



“The quality of our lives depends not on whether or not we have conflicts, but on how we respond to them.”

Thomas Crum, author

Skills to Manage Conflict Effectively



.....
Skill 1:
Create
Connection

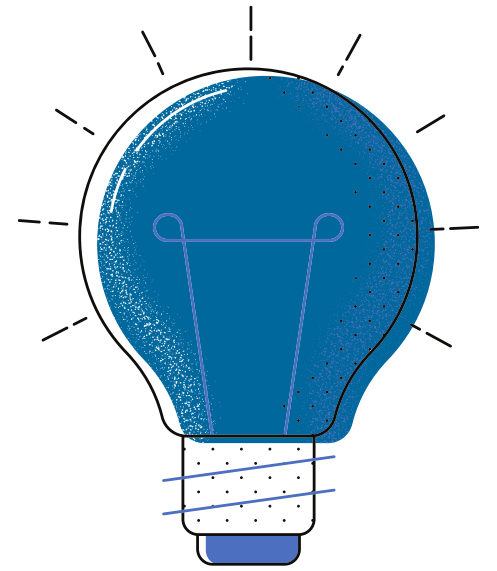


.....
Skill 2:
Adopt the
Best Goal



Understand My **Invisible** Goal

- To feel right
- To feel liked
- To feel in control
- To feel safe



Share the following:

- To feel right
- To feel liked
- To feel in control
- To feel safe

- 1) Your invisible goal
- 2) A situation where your invisible goal manifested itself when interacting with others.

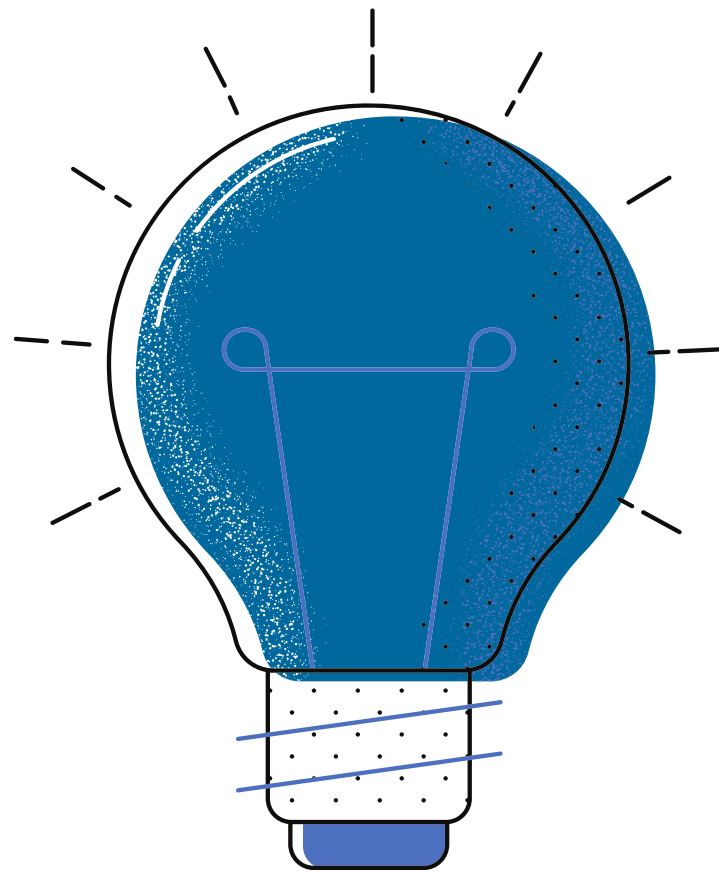
Understand My **Ideal** Goal

To add value to others

1. Value others
2. Think about ways to add value to others
3. Look for ways to add value to others
4. Actually add value
5. Encourage others to add value

Analyze a Conflict

Go back to the conflict you had or anticipate having.



1. What was your invisible goal?
2. How did your invisible goal affect your choices in the conflict?



Reflection

How might your invisible goal
be affecting your ability to
manage conflict effectively?

Skills to Manage Conflict Effectively



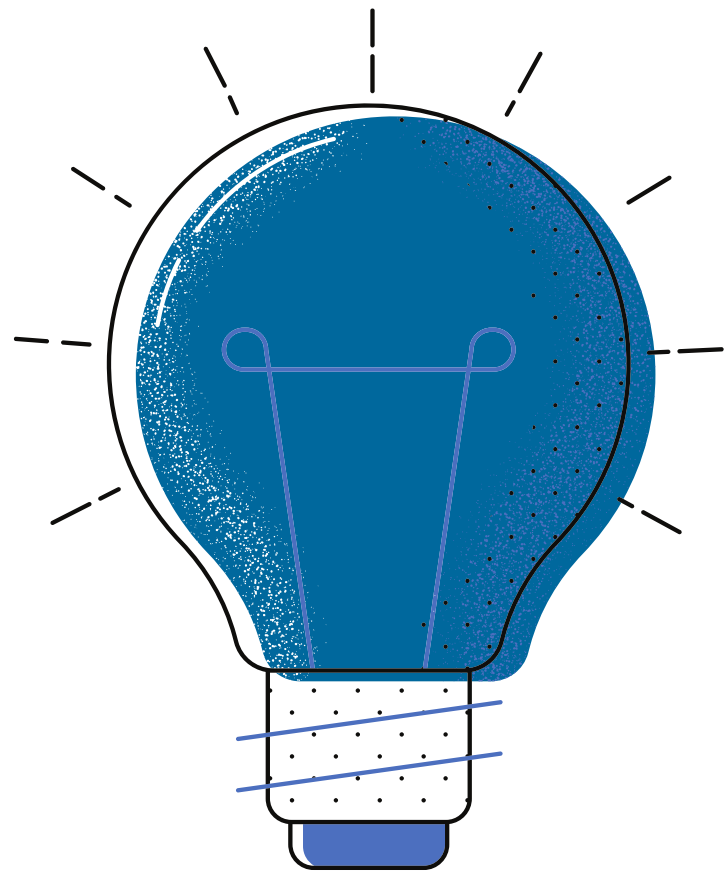
.....
Skill 1:
Create
Connection



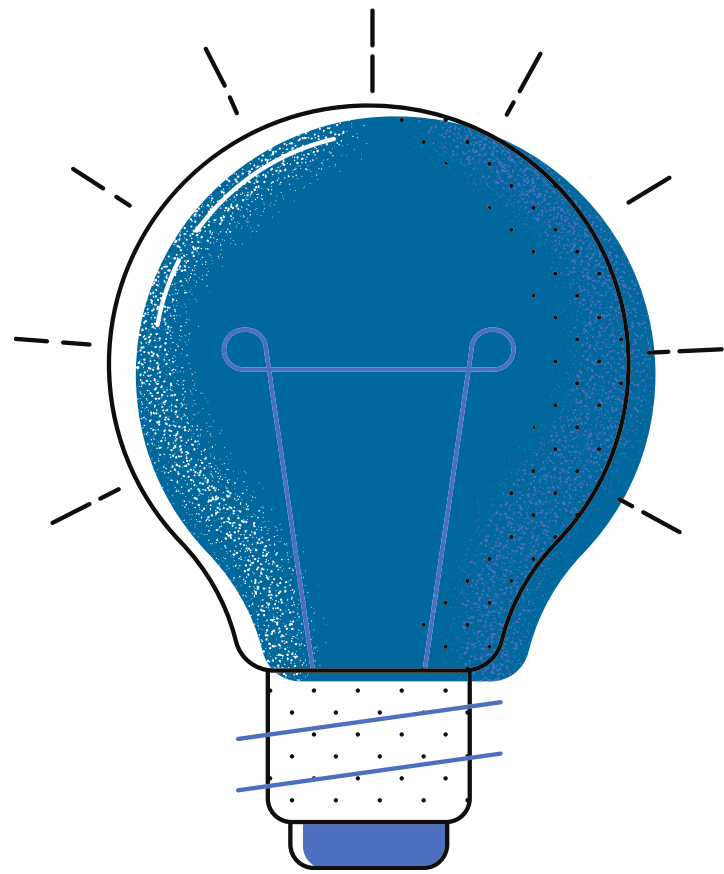
.....
Skill 2:
Adopt the
Best Goal



.....
Skill 3:
Flex my
Approach



Take the Conflict Styles Inventory



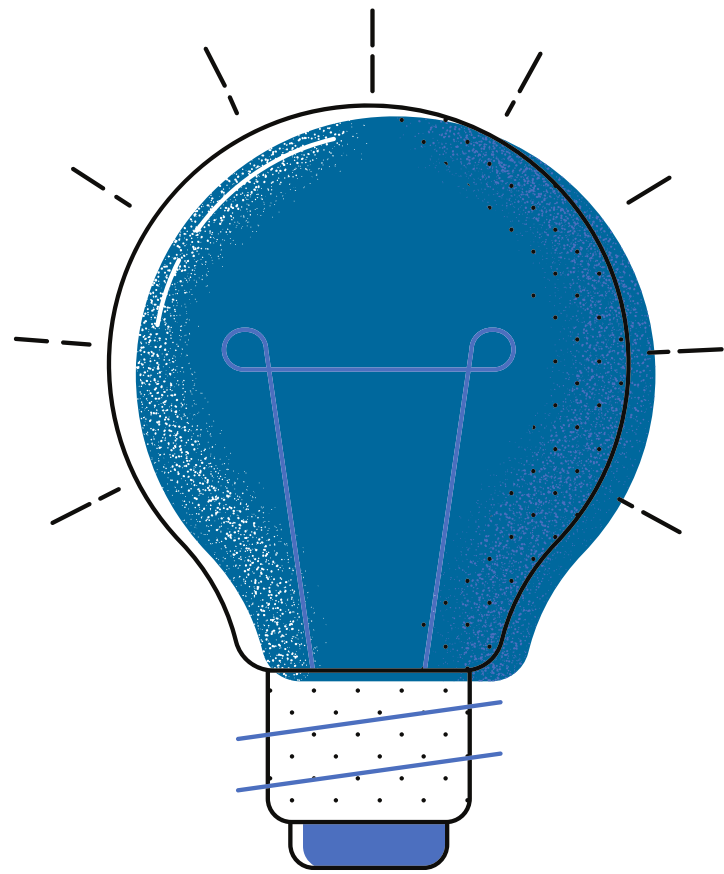
Lion

Owl

Bear

Deer

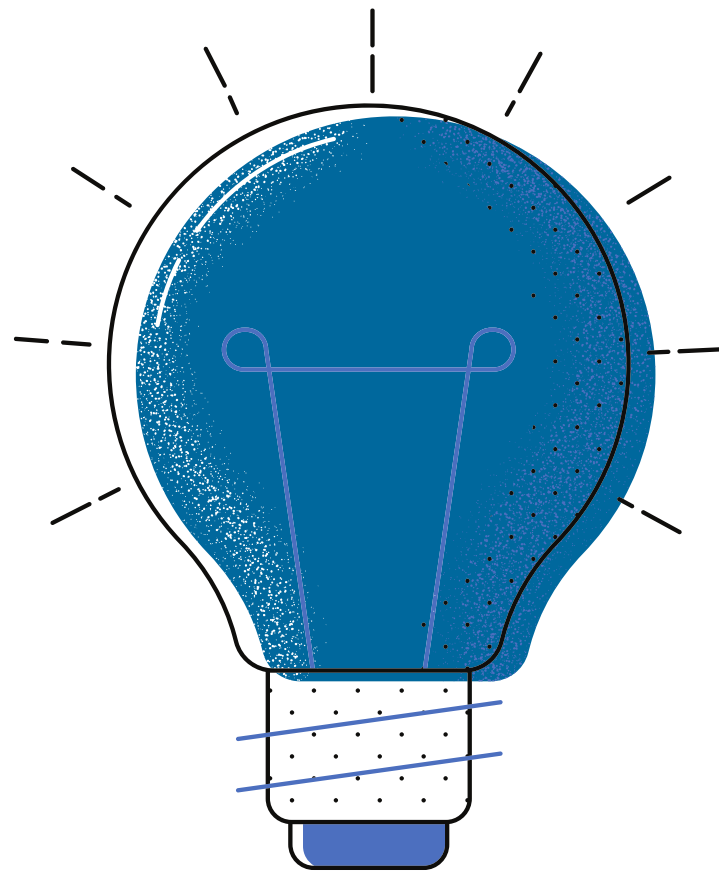
Dolphin



Inventor
Thinker
Doer
Planner
Facilitator

Take the Conflict Styles Inventory

Complete pages 4-6.

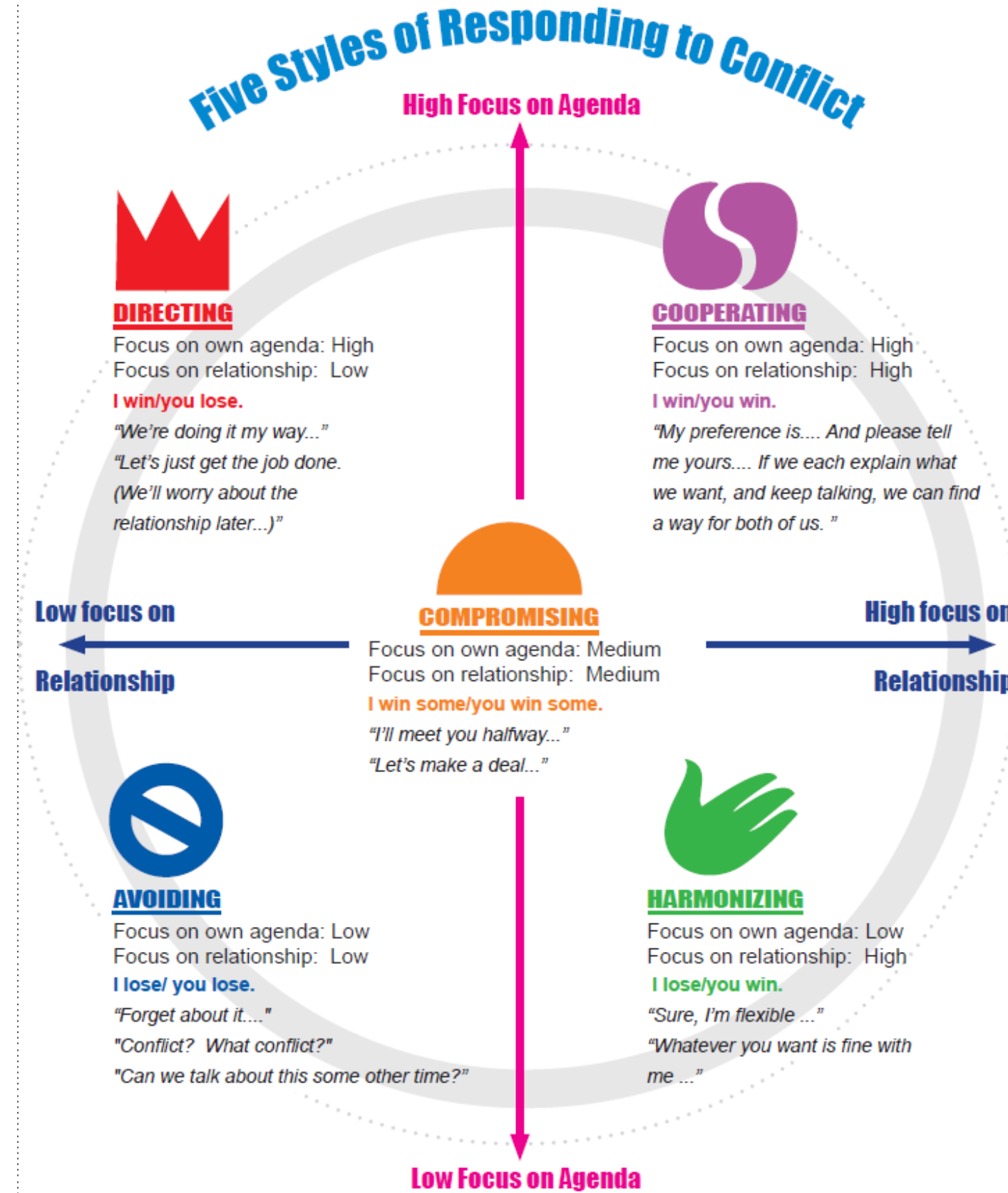


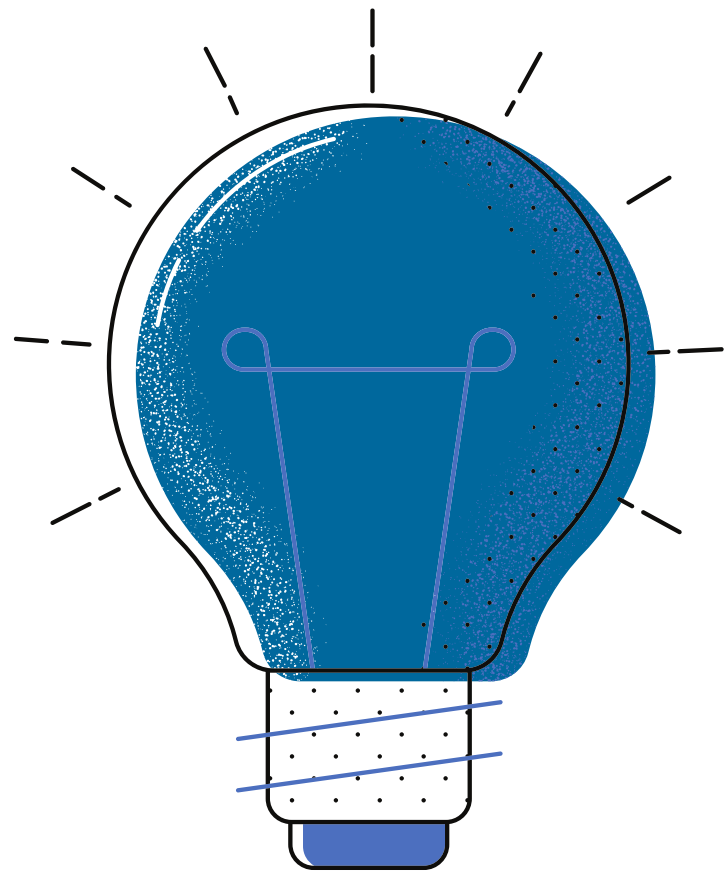
Guidelines

1. Think about your typical response when your wishes differ with those of another person.
2. What is your typical response? Your “gut-level” response to the question is likely to be the most accurate.
3. For each question, choose the number between 1 and 7 that best describes what you actually do in the situation.

Conflict Styles Inventory

Conflict Styles



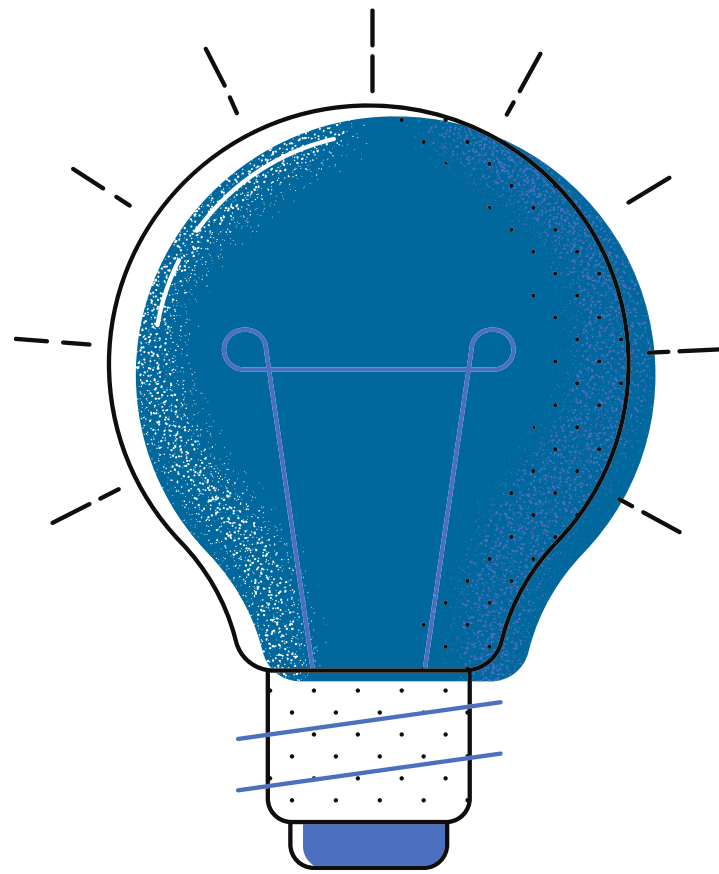


Study Time

1. Review your results.
2. Study pages 12-14 only.

Pairs Activity

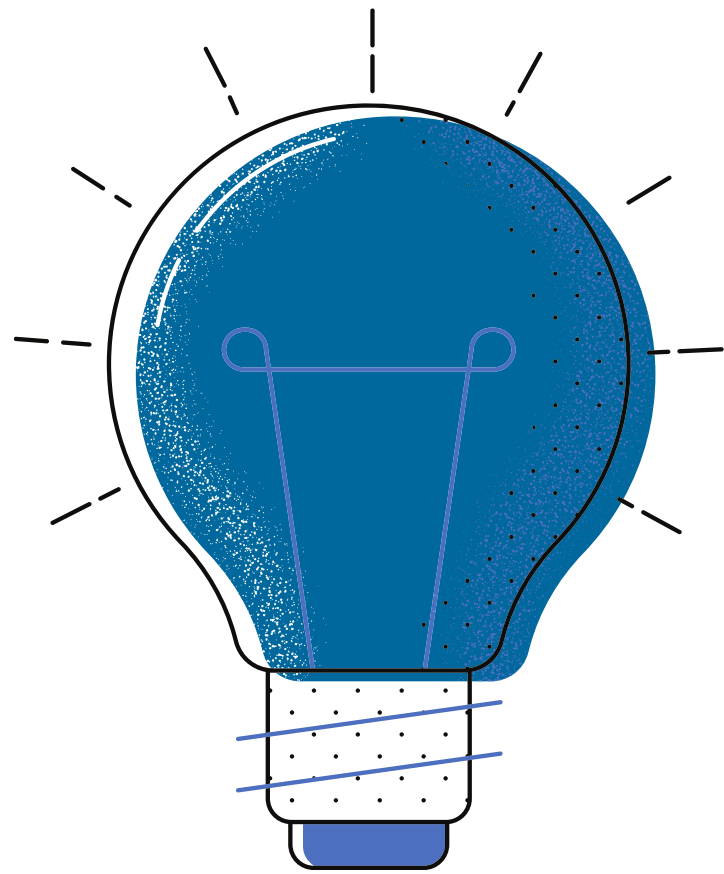
Share the following with a partner:



1. Your highest storm score.
2. Your lowest score (calm or storm).
3. Share a situation from the past 3 months where your highest calm or storm style was evident.

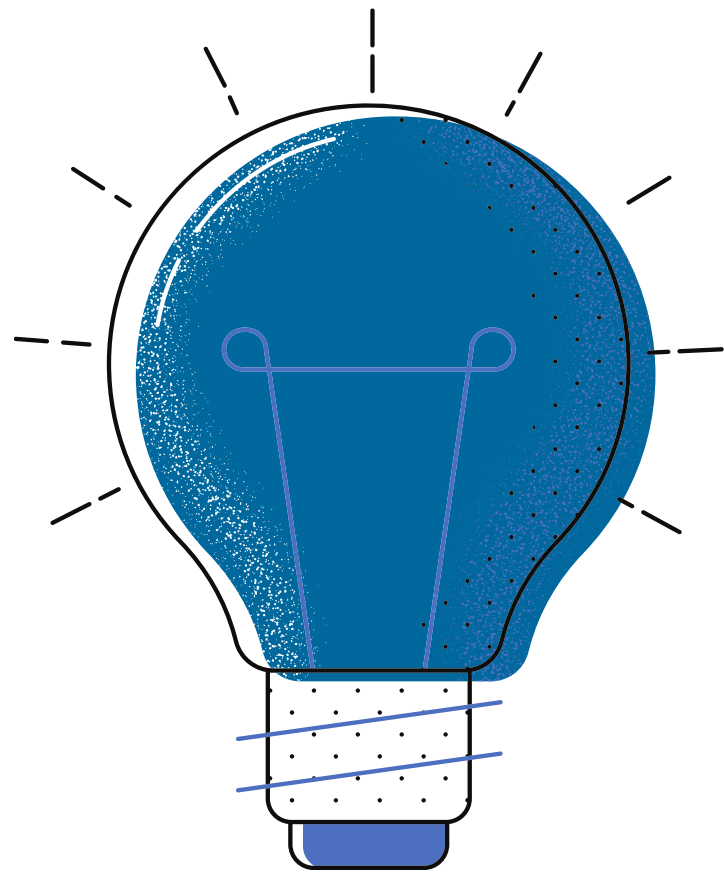
Group Activity

Complete the following on your paper:



1. Write the name of your Style as a header at the top.
2. Make a list of the benefits of this style.
3. Make a list of the downsides when overusing this style.
4. “If you have a conflict with us, this is how we want you to approach us...”
5. Draw a picture that represents your style.

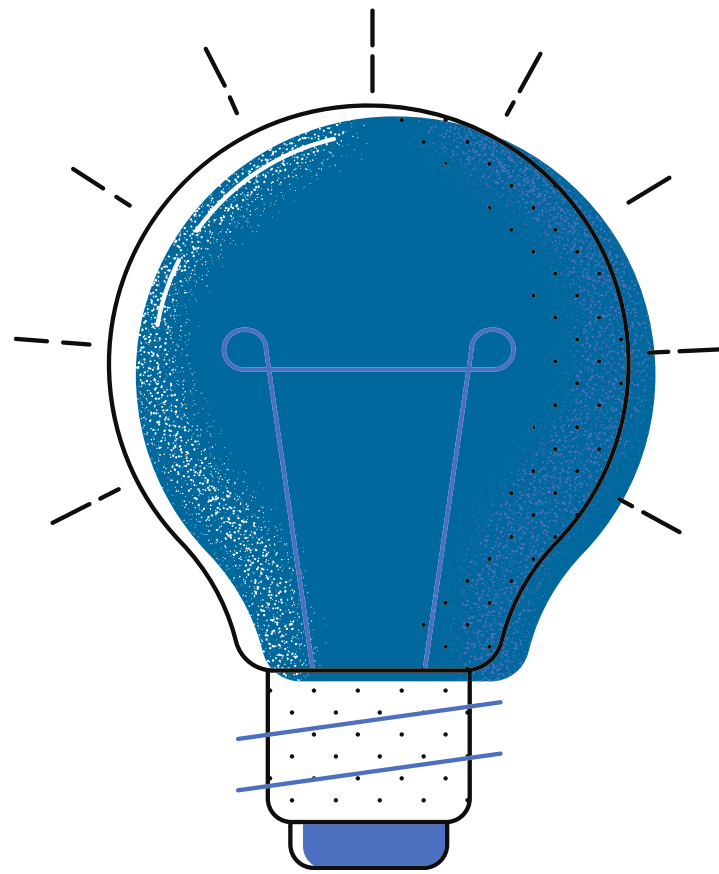
Application



Strategy #1:

Build a toolbox with all the styles. We tend to rely on one or two styles.

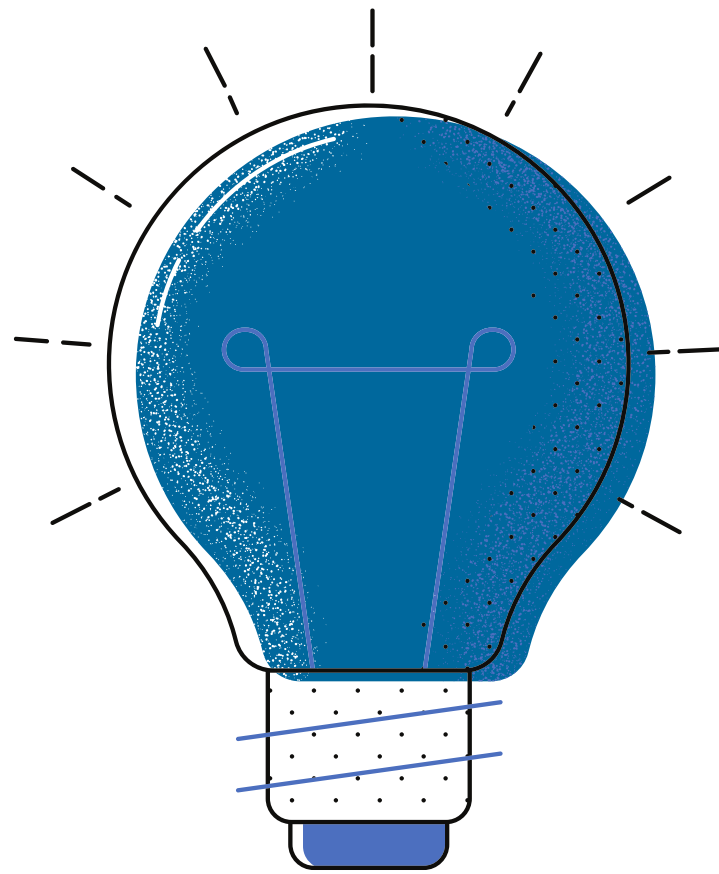
Application



Strategy #2:

Recognize and manage the storm shift.

Application

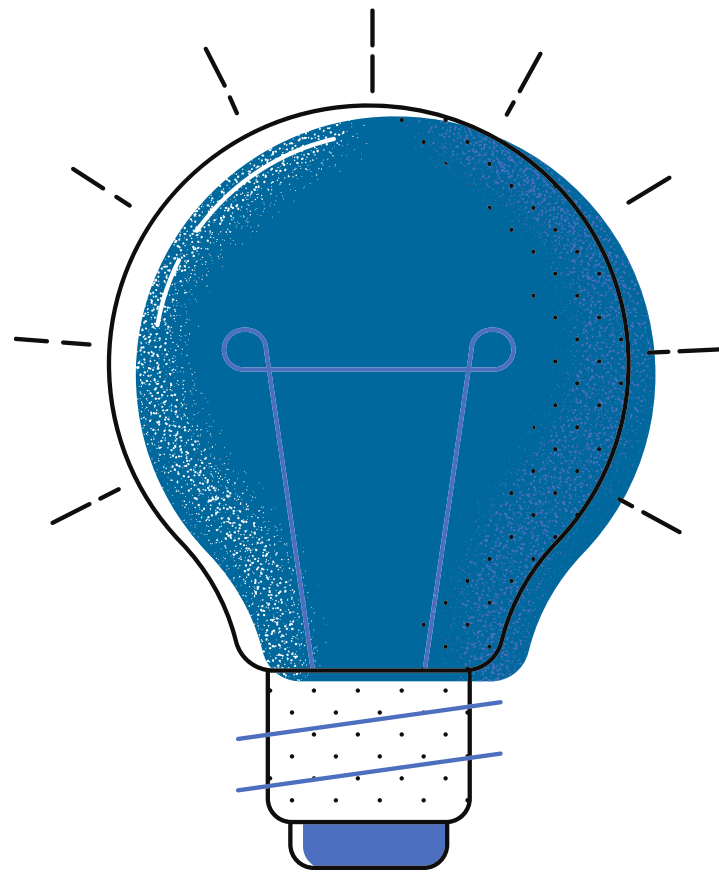


Strategy #3:

Flex your style to the situation and person.

Analyze a Conflict

Go back to the conflict you had or anticipate having.



1. What behaviors did you observe in the other person?
2. Based on those behaviors, what was the other person's dominant conflict style(s)?
3. What specific behaviors could you leverage to flex your approach when responding to a similar style and situation in the future? (use pages 15-19)



Reflection

Where are you confident?

Where are you anxious?

(be prepared to share)

Skills to Manage Conflict Effectively



.....
Skill 1:
Create
Connection



.....
Skill 2:
Adopt the
Best Goal



.....
Skill 3:
Flex my
Approach

Skills to Manage Conflict Effectively



.....

Skill 1:
Create
Connection



.....

Skill 2:
Adopt the
Best Goal



.....

Skill 3:
Flex my
Approach



.....

Skill 4:
Embrace the
Opposing View

Skills to Manage Conflict Effectively



.....

Skill 1:
Create
Connection



.....

Skill 2:
Adopt the
Best Goal



.....

Skill 3:
Flex my
Approach



.....

Skill 4:
Embrace the
Opposing View



.....

Skill 5:
Stop
Reacting

Conflict Management

Staying Ahead of Trouble