

Begin Here

Conflict Resolution



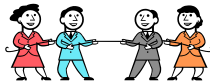
Agenda

- Introduction
- Icebreaker
- Understanding
- Win/Win

Icebreaker



Understanding Conflict



Conflict is everywhere
Do not avoid
Handle in a productive manner

Recalling Personal Experience of Conflict



What does conflict mean to you?
Is conflict a fight, a disagreement or war?
What feelings do you have when conflict arises?

Destructive Ways



Tension, Unresolved problems, Stress, Low productivity, Sour relationships, Time off-sick, Health problems, Anxiety, Resentment

Constructive Ways



Relaxation, Openness, High productivity, Expanding friendly relationships, Vitality, Good health, Empowerment, A sense of empowerment

Levels of Conflict



Crisis

Screaming, Throwing an object, Not talking, Walking off of the job



Discomfort

Upset, Irritated, Something wrong, Nudge, Tension, Unclear, Misunderstanding, Anxious, Negative attitude

Stay alert
Choose the appropriate Time
Opportunity
Option



The Win/Win Approach Conflict Behavior

Some deal with the problem
Others avoid it
Some enhance relationships
Others harm relationships
Some solve the conflict
Others increase it

Reasons for Conflict Responses



Habit, Learned patterns, Variations with mood, setting, relationship, significance of the conflict, Belief system

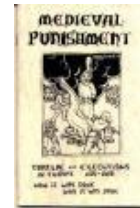
Fight Concept

Screaming, Physical violence, Refusing to listen, Manipulation, Sulking



Fight Behaviors

I am right and you are wrong, To blame and punish, To threaten, I am ok and you are ok



Flight Behaviors

Sulking, Crying, Avoiding, Pretending it has not happened, Giving in



