STRATEGIES FOR MANAGING CONFLICT

AUGUST 8, 2019
TODAY’S AGENDA

Learn why conflicts happen

Understand why conflict can be both good and bad

Identify your default conflict style and discover FIVE conflict styles
CONFLICT: WHAT COMES TO MIND?

NECESSARY

NATIONAL CONFERENCE OF STATE LEGISLATURES
WHAT IS CONFLICT?

- A crisis in human interaction
- When the concerns of two people are incompatible (Thomas-Kilmann)

WISE THOUGHTS

Conflict in and of itself isn’t the problem, but how we handle it.
CONFLICT HAPPENS BECAUSE:

- Differing values, opinions, beliefs.
- Lack/failure of communication.
- Fast-changing environments.
- Limits on resources.
- Misunderstanding of a situation.
Is Conflict Good or Bad?

**THE BAD:**
- Counter-productive
- Reduced productivity
- Poor service level
- Stress
- Absorbed by differences
Is Conflict Good or Bad?

**THE GOOD:**
- Foster Collaboration
- Improve Performance
- Promote Creativity
- Build Deeper Relationships
- Learn and Grow
WHY MANAGE CONFLICT?

It’s Unavoidable

“The average person spends nearly 3 hours each week dealing with conflict at work.”

--CPP Global
## HOW DID YOU HANDLE A RECENT CONFLICT?

<table>
<thead>
<tr>
<th>Style</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Competing</td>
<td>• “Might Makes Right” or “My Way or the Highway”</td>
</tr>
<tr>
<td>Collaborating</td>
<td>• “Two Heads Are Better Than One”</td>
</tr>
<tr>
<td>Accommodating</td>
<td>• “It’s Okay with Me” or “Whatever You Want”</td>
</tr>
<tr>
<td>Compromising</td>
<td>• “Split the Difference” or “Let’s Makes a Deal”</td>
</tr>
<tr>
<td>Avoiding</td>
<td>• “I Will Think About It” or “Less Said, Sooner Mended”</td>
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</tbody>
</table>
THOMAS-KILMANN’S CONFLICT STYLES GRID

COMPETING

COMPROMISING

AVOIDING

COLLABORATING

ACCOMMODATING

ASSERTIVENESS (GOAL)

COOPERATIVENESS (RELATIONSHIP)
COMPETING

- Achieving goal is the most important, preserving the relationship is not
- Goal is to win
- Use when action is vital (emergency) or unpopular action is needed
THOMAS-KILMANN’S CONFLICT STYLES GRID

COLLABORATING

- Achieving the goal and preserving the relationship are high priorities
- Goal is a “win-win” situation
- Use when the needs of both parties too important to compromise
COMPROMISING
- Both the goal and the relationship are equally important
- Goal is to “find middle ground”
- Use when you need a temporary settlement on a complex issue, or need a quick solution under time constraints
THOMAS-KILMANN’S CONFLICT STYLES GRID

**AVOIDING**

- Both the goal and relationship are low priorities
- Focus is to delay
- Use when you need to cool down or costs of confronting outweigh benefits
THOMAS-KILMANN’S CONFLICT STYLES GRID

ACCOMMODATING

- Relationship is the priority, goal is not important
- Goal is to yield
- Use when issue is more important for the other person, gain goodwill, or need to preserve harmony
CONFLICT STYLES EXAMPLE: COLLABORATION
TWO TAKEAWAYS

Conflict can be productive
*Fosters creativity, promotes collaboration, builds deeper relationships*

FIVE conflict styles
*Be aware of your default style and know when to use the other styles*
THANK YOU!

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