

# **Conflict Management**

## **Causes of conflict**

**Shared resources -- money, space, staff**

**Task interdependence -- quality, timeliness, effectiveness of your work affects me and my job**

**Different objectives — or differing priorities for goals and objectives**

**Perceptions and values — what is important to me is important to me and not necessarily to you**

**Personal style and background — but this is the way I always do it . . . therefore this is the right way**

**Poor communication — huh?**

## **Six steps to conflict resolution**

**Early detection and action — pay attention and fix the problem before it gets out of hand**

**Identify the cause or causes**

**Clarify the disagreement in its simplest form — reduce it to its lowest possible denominator**

**Understand and accept the other's view — you may never agree, but accept that his or her view is valid to him or her.**

**Offer alternative solutions**

**Agree to disagree — on this one thing — but get on with it with other issues.**

## **Conflict resolutions techniques**

**Use of power to suppress — low tolerance for disagreement**

**Smoothing — a superficial fix**

**Avoidance — don't ask, don't tell**

**Confrontation — duke it out**

**Compromise — seek win - win situation**

# Conflict management styles

