Slide 1

HOW TO BECOME
COMFORTABLE AND
CONFIDENT IN THE FACE OF
CONFLICT

MODULE 1:
COLLABORATION

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Slide 2

Module 1: Collaboration

In this first module, I'm going to tell you about the 5 modes of problem solving, we'll talk about what collaboration is and how it differs from other styles.

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5 modes of problem solving

There are 5 basic modes of problem solving:

☐ Compete
☐ Avoid
☐ Accommodate
☐ Compromise
☐ Collaborate

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5 modes of problem solving

Each mode of problem solving can be appropriate in different situations. Using one mode for all situations will create conflict.

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compete

"This has to be done my way."

Potential Uses:
- When quick, decisive action is needed. (e.g. in emergency)
- On important issues where unpopular actions need implementing.
- When you've agreed to engage in competition.

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avoid

"I don't want to get involved."

Potential Uses:
- When an issue is trivial or more important issues are pressing.
- Let people cool down and gain insight.
- When it's not your conflict.

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accommodate

"Because that's what you want, I'll agree."

Potential Uses:
- When issues are more important to others than to you.
- To build relationship.
- When harmony and stability are especially important.
- To allow others to develop by learning from mistakes.

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compromise

"We need to find a middle ground on this."

Potential Uses:
- Goals are important but not worth the time it could take to collaborate.
- Achieve temporary settlements to complex issues.
- Arrive at expedient solutions under time pressure.
- Backup when collaboration or competition is unsuccessful.

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collaborate

"Let's hear all perspectives and find a solution that meets all of our needs."

Potential Uses:
- Find a joint solution when the concerns are too important to be compromised.
- To merge insights from people with different perspectives.
- Gain commitment and buy-in by incorporating concerns into consensus.
- When the working relationship is paramount.

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your preferred mode(s)

Take a few minutes to think about:

- Which of the five modes are you most likely to choose when you're faced with conflict? ("It depends" is a fine answer! Which do you use when?)
- How has using that mode consistently impacted you/your relationships?
- How has using that mode consistently impacted how you feel about conflict?

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5 modes of problem solving

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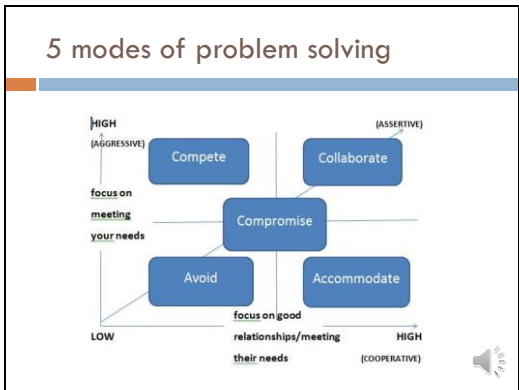
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collaboration

Collaboration is the art of working together for good solutions and good relationships. The focus is on meeting both your own needs and the needs of the other(s).

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3 key truths

In my 20 years of facilitating conflict and collaboration, I have come to identify 3 key truths, and I'll be sharing them all with you over the course of this pilot. The first is this:

1 Good relationships equal good solutions.

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1 good relationships

1 Good relationships equal good solutions.

The more time you spend building and maintaining good relationships, the easier it becomes to identify solutions that satisfy everyone (in other words, the easier it is to collaborate).

It is much easier to work through conflict or differences in opinion about solutions when there is trust that each party is invested in finding solutions that work for all.

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questions

If you have any questions about how to proceed or any of the material, please send me an email at collaborationschool@gmail.com. I'm happy to hear from you! (I'd also really love to hear about it if you experience any weird technical snafus! I'm open to anything you want to tell me – remember this is a pilot and I want to learn from you, as well ☺)

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