6 STYLES OF CONFLICT SOLVING

There are 6 styles of conflict solving:

- Dictate

- Ignore

- Accommodate

- Settle

- Collaborate

- Embrace

6 STYLES OF CONFLICT SOLVING

Each style can be appropriate in different situations. Using one style for all situations will create conflict.

FROM CONFLICT TO COLLABORATION

Conflict is a normal part of working together and it's unrealistic to think it can be eliminated (nor would we want to!)

FROM CONFLICT TO COLLABORATION

Differences in how we like to work, communicate and problem solve can result in or increase conflict - even though we typically have similar needs, we have different ways of getting those needs met.

When something being said or done, or not being said or done, results in us not getting our needs met, or fearing our needs won't be met, conflict will arise.

FROM CONFLICT TO COLLABORATION

Workplace conflict doesn't have to be negative or stressful. If addressed effectively, conflict can lead to positive changes, innovative solutions and strengthened relationships. Skills can be learned to manage conflict so that outcomes lead to uniquely creative teamwork and a fulfilling and positive work environment.

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What is the impact of conflict in the workplace when it's not managed effectively?

FOUNDATION OF COLLABORATION

Every action a person takes is about them trying to get their (conscious and unconscious) needs met in the best way they know how. When the way they choose means someone else's needs are threatened, conflict will arise.

If we can figure out what the needs are, we can identify different ways to get them met that works for everyone.

FOUNDATION OF COLLABORATION

In order for people to be willing to collaborate, there has to be some level of trust.

Understanding Needs of All Parties

+

Trust You Are Working Towards Solutions That Meets Needs of All Parties

=

the Foundation For Collaboration.

ASSUMPTIONS

When trust is lacking, as it in when there is conflict, it is human nature to assume negative motivation and, as a result, the effect will also be negative.

ASSUMPTIONS

These assumptions will create or escalate conflict, breaking down trust even further, with the next assumption becoming more negative. And then it snowballs, trust breaking down over and over, the negativity of the assumptions escalating - sometimes to a point where we begin to villainize the other person, assuming their motivation is negative in every action they take.

ASSUMPTIONS

And as we are making assumptions about the motivation of those we are in conflict with, they are making assumptions about ours. These assumptions exacerbate the conflict and actions often have an effect different than either party intended.

ASSUMPTIONS

Being clear about our motivation (our needs) and asking about the needs of others will prevent assumptions and conflict.

COLLABORATION FUNDAMENTALS

Collaboration is the art of working together for both good solutions and good relationships.

COLLABORATION FUNDAMENTALS

WHY before HOW

WHY BEFORE HOW

SINCE every single action a person takes is about them trying to get their needs met and conflict can arise when the way they choose means someone else's needs don't get met,

THE SECRET to shifting from conflict to collaboration is identifying the needs and finding ways to get them met satisfying for all involved.

AS A RESULT, one of the challenges/goals is helping people in conflict focus on their needs instead of their positions.

WHY BEFORE HOW

A position is what a person thinks will solve or 'fix' a problem (HOW). It is their preferred solution ("I don't want to work on Saturday.")

POSITIONS AND NEEDS DIFFERENCE

Needs are the values that underlie those positions (WHY). It's what motivates us to take a position. They are the **intangible** and basic answer to the questions "why?"; "what is really important to me?"

POSITIONS AND NEEDS DIFFERENCE

I won't work with her again.	• respectful work relationship • teamwork • fairness in decision making
The meeting has to take place in my office.	• reduced stress • using my time efficiently • manageable workload
I can't delegate any of this work.	• being seen as someone who can be counted on • good professional reputation

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What are your needs in the workplace?

WHY IDENTIFY NEEDS?

Positions limit the outcomes and can create win/lose results. Needs address open up a variety of options which can result in win/win outcomes, since the more options you can generate, the more likely it is that solutions can be found that meet everyone's needs.

IDENTIFYING NEEDS

Take time to think about what your own needs are before having a conversation with someone you have conflict with so you are prepared to put forth your concerns in a way that are easier for the other to hear.

Be curious and ask questions about others' needs to increase the potential for understanding.

NEEDS-EXPLORING QUESTIONS

- What is it about … that is important to you?
- What concerns you about….?
- What do you value about….?
- What do you worry will happen if…?
- What do you like about …?
- What would that accomplish for you?
- What would that do for you?
- How will that help?
- If that happened, what do you worry would be the result?
- In what ways would that help address your concerns?
- What need would that address?
- What is it about that that bothers you the most?

ATTITUDES, BELIEFS & ASSUMPTIONS

If you have an attitude that the situation can't be solved; if you believe you're right and the other person is wrong; if you believe you're the victim and they are the perpetrator; if your narrative about the other person is that they 'always do this' or 'never do that', it will be extremely difficult to collaborate and to solve the problem in a way that satisfies you both.

ATTITUDES, BELIEFS & ASSUMPTIONS

We rightly put a lot of emphasis on communication as a means to resolve conflict – and the most important person we need to communicate with is ourselves.

As Henry Ford said, "Whether you think you can, or you think you can't - you're right."

When we shift our attitudes, beliefs and assumptions to neutral or positive in preparation for addressing a conflict, we are more likely to have a positive outcome.

ATTITUDES, BELIEFS & ASSUMPTIONS

What are the shifts we need to make?

- from judgement or anger to curiosity

- from firm ideas about what needs to be done to openness to any solutions that meet our needs

- from "I'm right" to "we each come with different perspectives and experiences and needs"

ATTITUDES, BELIEFS & ASSUMPTIONS

- from 'he's just a jerk' to 'every single action a person takes is about them trying to get their needs met and I have to figure out what his needs are'

- from a focus on good solutions for me, to good relationships and good solutions for us both

- Questions, Comments, Reflections?