

Positive Conflict Resolution



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Session Overview



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- What is conflict
- Practical strategies to manage conflict
- Skills to have the conversation
- Summary



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What is conflict?

- Conflict is a clash of interests – Wikipedia
- Conflict is where individuals or groups can't come to an agreement

Why does conflict happen?



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- Natural to have conflict when people interact
- Common causes of conflict
 - Misunderstandings
 - Relationships
 - Values
 - Competing for resources
 - Lack of co-operation
 - General unwillingness

Positive conflict v Negative conflict



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- Positive

- New ideas
- Different options
- Increased participation
- Build team morale

Negative

- Issues not addressed
- Based on assumptions not facts
- No solution found
- Normally personalised
- Can lead to bullying

Practical steps to achieve resolution



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- Pro Active Steps
 - Setting clear boundaries
 - Consider job roles and how they interlink
 - Create trust within your team
 - Commitment from all in the team (talk about it)
 - Be aware of signs of potential conflict

Practical steps to achieve resolution



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- At the time
 - Find out more
 - Why
 - What
 - Who
 - Dealing with any conflict timeously
 - Have a conversation with those involved