Conflict Resolution

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The SCHN Experience

Framework

- Looking inwards
- Looking outwards
- Looking from above
- Looking forward
- Being a leader

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Quiz time….

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Quiz: true or false

Conflict is always avoidable

Conflict is inevitable and natural

Conflict makes us uncomfortable & defensive

Unresolved conflict can do relational harm

Conflict makes dialogue easier

There are times when conflict is desirable

When effects may be negative, conflict should not be addressed

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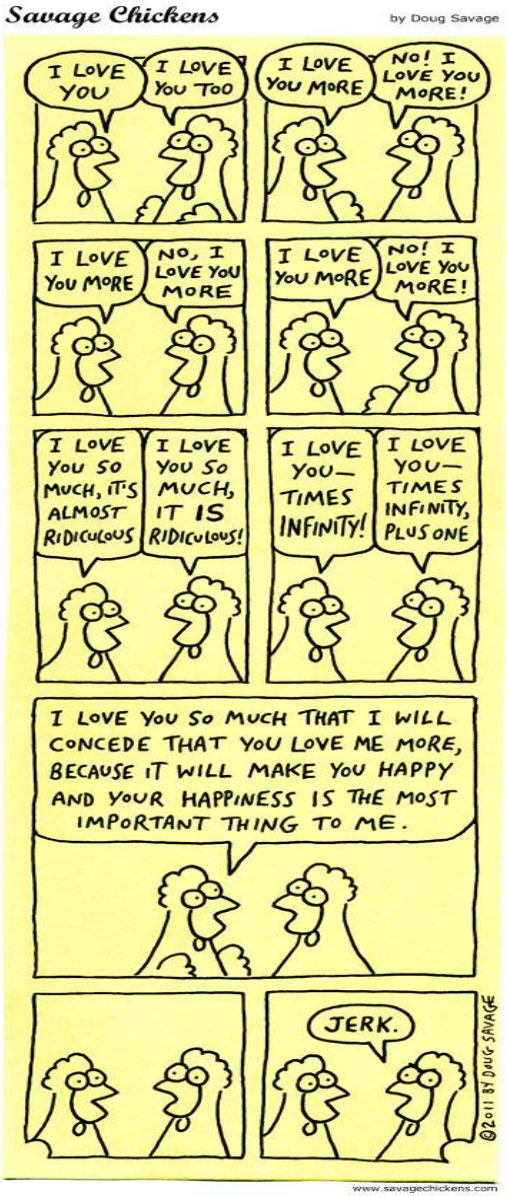

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Where does conflict come from?

Incomplete or wrong information

Different perceptions &/or expectations

Competition for scarce resources

Incompatible / interdependent roles & responsibilities

Cultural differences

Different values and beliefs

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Where does conflict come from

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Negative aspects of conflict

Conflict is often regarded as negative, destructive and undesirable.

Conflict can:

- hinder communication
- interfere with relationships
- increase problems
- erect barriers

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Is conflict useful?

Conflict can also be creative and constructive.

Conflict can:

- promote new ideas
- strengthen relationships
- encourage interpersonal communication
- stimulate individual growth
- facilitate the examination of problems

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Exercise

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How do we manage conflict?

"Take two, twice a day to help control rage. By the way, I put them in a child-proof bottle and overcharged you."

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Conflict habits

Can choose your approach

- Withdrawal
- Suppression
- Win / Lose
- Compromise
- Win / win

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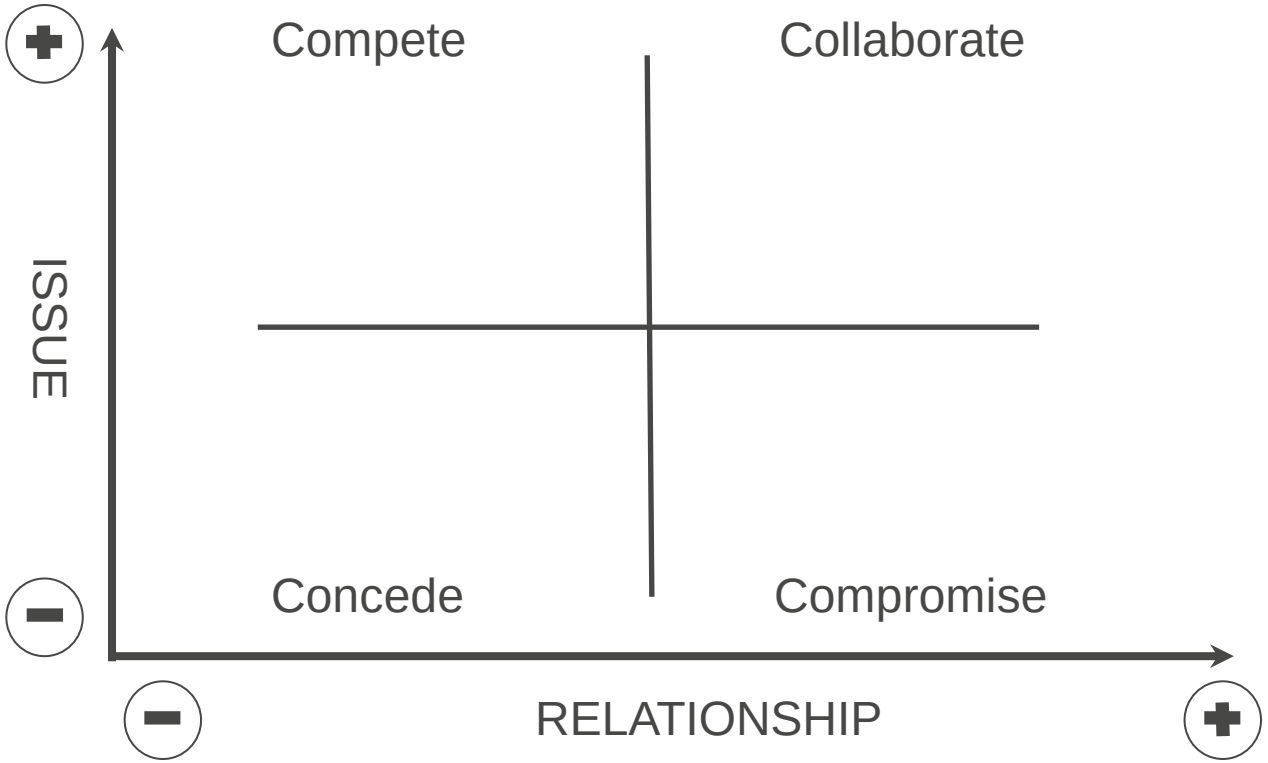
Issue versus Relationship Model



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Reframing

Observation

- Neutral objective terms

Feelings

- Apologise for your part in the conflict
- Appreciate
- Consequences

Objectives / Needs

Requests

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Summary

Conflict can be a double edged sword

Remember what triggers conflict

Choose your approach and language

Win – Win solutions

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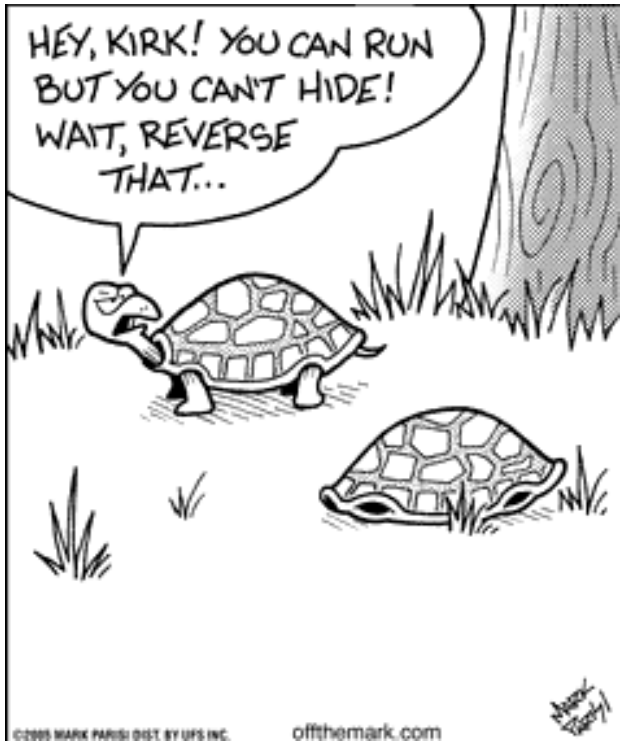

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