

CONFLICT RESOLUTION

Migdalia Gonzalez

TRUE OF FALSE

- Conflict is always negative
- Conflict is always violent
- Conflict is inevitable
- **Anyone can experience conflict**





OBJECTIVES

- What is Conflict & Conflict Resolution ?
- Understanding the conflict process
- Types of Conflict
- Strategies of Conflict
- Tips



What is Conflict?



**WHAT IS
CONFLICT
RESOLUTION?**





Communicate



**Individual and
Shared Needs**



Generate Options



Build a Solution

**UNDERSTANDING
THE
CONFLICT
RESOLUTION
PROCESS**



TYPES OF CONFLICT

- Contentious personality
- Misunderstanding
- Issues
- Styles of Leadership
 - Autocratic
 - Bureaucratic
 - Democratic
 - Laissez-Faire





Communicate



Individual and Shared
Needs



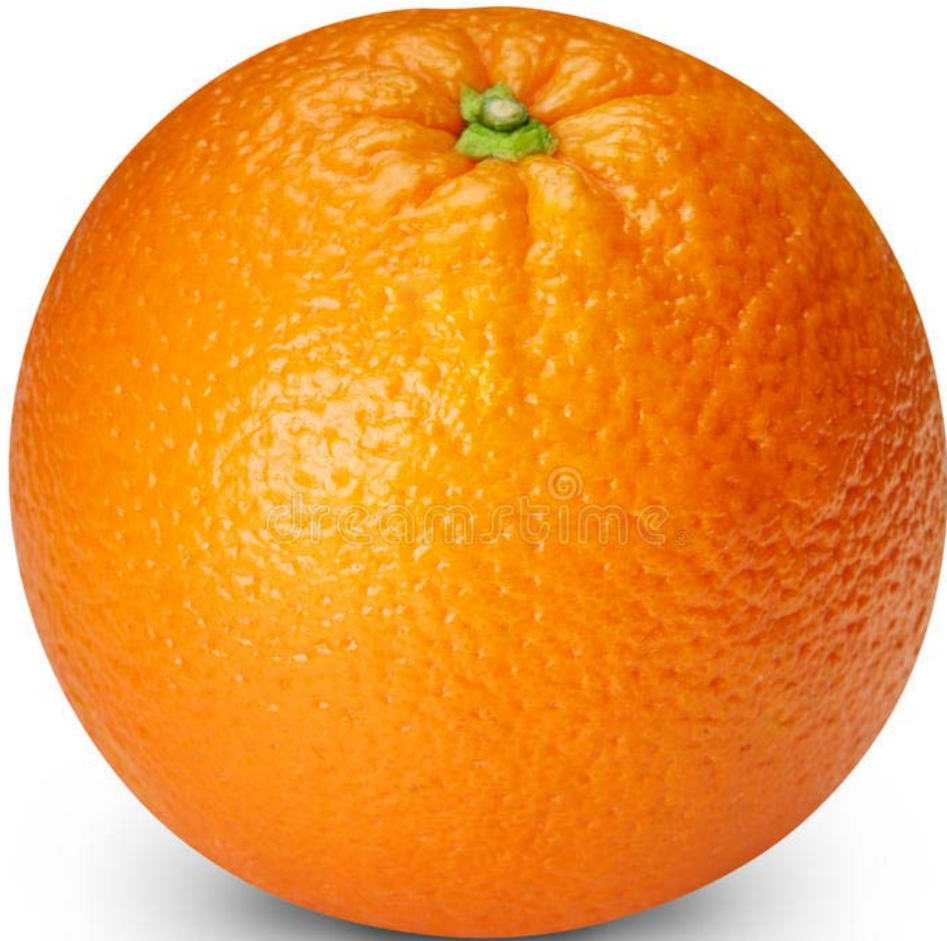
Generate Options



Build a Solution

UNDERSTANDING THE CONFLICT RESOLUTION PROCESS





**ONLY ONE
ORANGE
LEFT..**



WHY IS IT
IMPORTANT?

Conflict

Benefits

Solution



Thomas Kilmann Strategies



COLLABORATING



Use

- ▶ Situation not urgent
- ▶ An important decision needs to be made
- ▶ Conflict involves a large number of people or teams
- ▶ Previous conflict resolution attempts failed

- ▶ Decision needs to be made urgently
- ▶ The matter is trivial to all involved



Do not use



COMPETING



Use

- ▶ Decision needs to be made quickly
- ▶ An unpopular decision needs to be made
- ▶ Someone is trying to take advantage of a situation

- ▶ People are feeling sensitive about the conflict
- ▶ Situation is not urgent



Do not use



COMPROMISING



Use

- ▶ Decision needs to be made sooner rather than later
- ▶ Resolving the conflict is more important than anyone
- ▶ Power between people in the conflict is equal

- ▶ The situation is extremely urgent
- ▶ One person holds more power than another



Do not use



ACCOMMODATING

Use

- ▶ Maintaining the relationship is more than winning
- ▶ The issue at hand is very important to the other person but not to you

▶ Accommodating will not permanently solve the problem

Do not use



AVOIDING



Use

- ▶ The issue is trivial
- ▶ The conflict will resolve itself on its own soon

- ▶ The issue is important to you or those close to you (such as your team)
- ▶ The conflict will continue or get worse without attention



Do not use



NEXT STEPS.....



FIND COMMON
GROUND



BUILDING
POSITIVE
ENERGY



COMMUNICATE



FRAME THINGS
POSITIVELY



KEEP EMOTIONS
IN CHECK



GOODWILL



BE OBJECTIVE



REPEAT



MANAGE EXPECTATIONS

Set Ground Rules

Developed and agreed upon

Fair to both parties

Accountability

Adjustable

Reinforced



MUTUAL UNDERSTANDING

WHAT DO I, S/HE, THEY WANT?

Want

- Opponent wants, needs?

Need

- Most important/least important



**CONFLICT
RESOLUTION
APPROACH**



Upset

Why

Didn't listen

Why

Lack of respect

**EXAMINING
ROOT
CAUSE**



FACILITATE COLLABORATION

Tips:

- Check your emotions.
- Be respectful & empathetic.
- Do not point the finger.
- LISTEN.
- Identify areas of disagreement & agreement.
- Search for solutions.
- Reach a consensus.

MOVE FORWARD



WRAP UP....



Conflict & Conflict Resolution



Understanding the conflict process



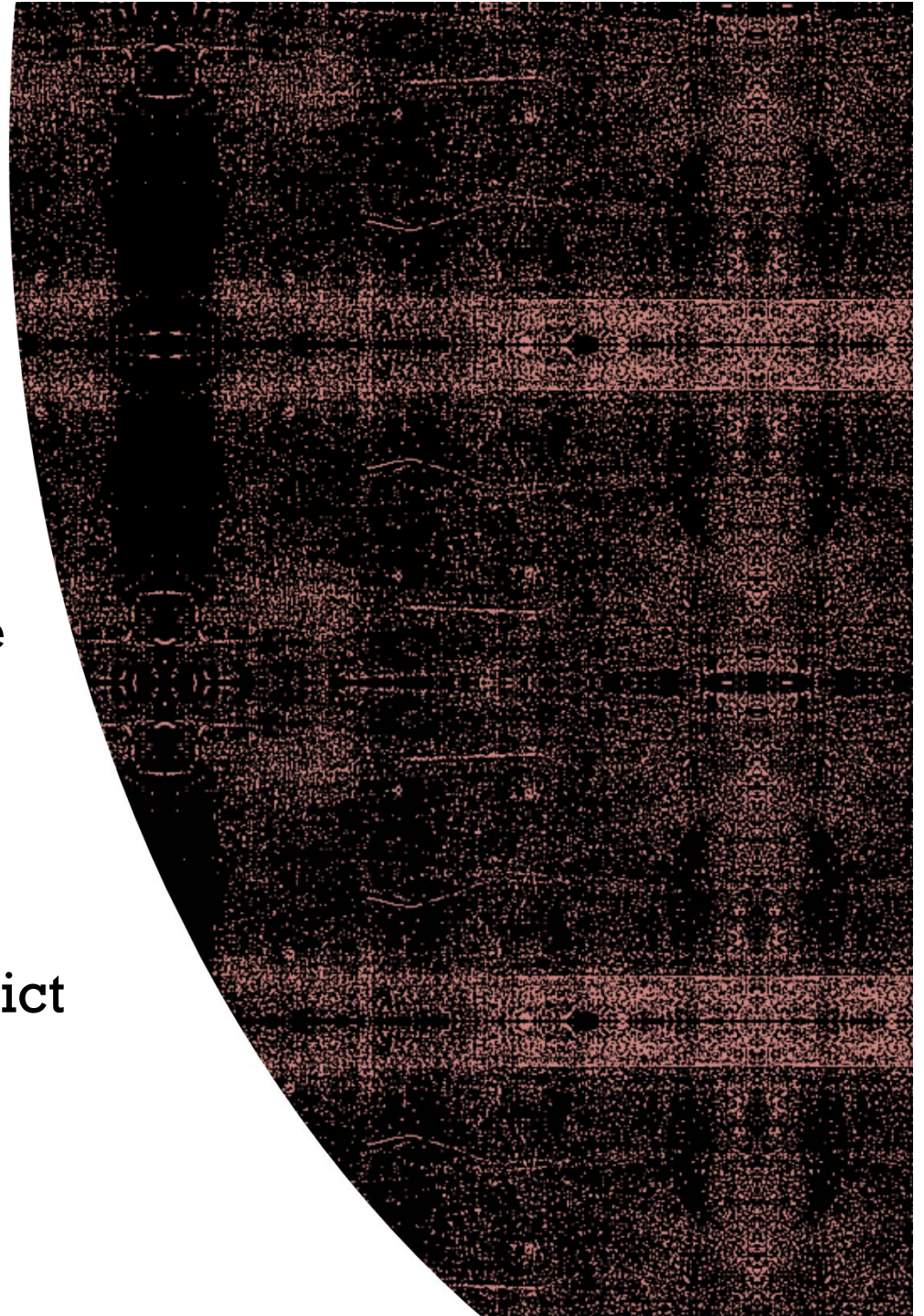
Types of conflict



Strategies of Conflict



Tips



Remember.....

$$7 + 3 =$$

$$8 + 2 =$$

$$6 + 4 =$$

$$9 + 1 =$$

10





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