MANAGING PRODUCTIVE CONFLICT

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IT’S **CHOICE** – NOT CHANGE- WHAT DETERMINES YOUR DESTINY.

*Jean Nidetch, Founder Weight Watchers*
MY EARLY CHOICES
MY “LATER” CHOICES
FEEL SUPPORTED
LEARN EVERY DAY
BE PROUD
MAKE A DIFFERENCE
conflict

A serious disagreement or argument
THINK ABOUT A PERSONAL CONFLICT WITH YOUR FAMILY, FRIENDS OR AT WORK?
HOW DOES IT MAKE YOU FEEL?
DEALING WITH CONFLICT - THOMAS/KILMANN MODEL
AVOIDING
IGNORE IT
AND IT WILL GO AWAY
accommodating
COMPETING AND/OR CONTROLLING
COMPROMISING
CONFLICT IS EXPENSIVE!

It is estimated that managers spend at least 25% of their time resolving workplace conflicts!

From: Don’t let unproductive conflict derail your team. Wilma Slenders.
WHAT GOT YOU’RE HERE WONT GET YOU THERE

MY PERSONAL CONFLICT JOURNEY
NOT ME
DEALING WITH CONFLICT - THOMAS/KILMANN MODEL
GO FOR IT.
NOW.
MY LEARNINGS

MANAGING EMOTIONS
- Respect each other
- Build Rapport
- Be Vulnerable & humble
- Take time and reflect
- Stay Flexible

EFFECTIVE COMMUNICATION
- Talk in Person
- Listen carefully
- Put yourself in their shoes
- Seek understanding
- Find alternative POV
- Be clear

MANAGING THE PROCESS
- Tackle it head on
- Make the first move
- Be resourceful
- Move On
RESPECT EACH OTHER

RESPECT IS THE KEY
BE VULNERABLE AND EXPRESS EMOTIONS
Take time to reflect & learn when to stop
Stay flexible and adapt
MY LEARNINGS

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TALK IN PERSON, NOT E-MAIL
LISTEN WITH ATTENTION
I KNOW YOU BELIEVE YOU UNDERSTAND WHAT I SAID, BUT I AM NOT SURE YOU REALIZE THAT WHAT YOU HEARD IS NOT WHAT I MEANT
PUT YOURSELF IN THEIR SHOES
“DO YOU MIND IF I SMOKE WHILE I PRAY?

VS.

DO YOU MIND IF I PRAY WHILE I SMOKE?
FIND DIFFERENT POINTS OF VIEW AND SOLUTIONS
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FACE THE PROBLEM HEAD ON
MAKE THE FIRST MOVE TO RESOLVE THE CONFLICT AND REPAIR EMOTIONAL DAMAGE
USE SKILLS AND KNOWLEDGE

R is for Resourceful
LEARN TO AGREE TO DISAGREE
MOVE ON
EVERY CONFLICT IS A NEW OPPORTUNITY TO GROW, DEVELOP AND LEARN.
IT'S YOUR CHOICE.