



CONFLICT RESOLUTION

Presented by Military & Family Life Counselors

OBJECTIVES

- Understanding conflict
- Types of conflict in the workplace
- Conflict styles
- Ways we respond to conflict
- Conflict in the workplace
- Communication guidelines
- How to resolve conflict



UNDERSTANDING CONFLICT

- Conflicts are a normal part of life
- Conflict occurs when people perceive there is a threat to their needs, interests or concerns.
- Conflict is necessary for learning and exploring solutions.



UNDERSTANDING CONFLICT CONT...

- People respond to conflict on the basis of their perceptions of the situation.
- Conflicts are normal experiences in both our work and personal lives .
- Creative problem solving strategies are essential tools.



TYPES OF CONFLICT IN THE WORKPLACE

- Personal issues that manifest in the workplace as either performance or conduct problems.
- Interpersonal conflicts that result from differences such as opposite character traits, cultural biases or deep-rooted habits of behavior.
- Organizational issues that affect all personnel , but which increase problems between two individuals.



CONFLICT RESOLUTION STYLES

- Competing: one's own needs are advocated over the needs of others
- Accommodating: the opposite of competing; people yield their needs to those of others, trying to be diplomatic.
- Avoiding: a common response to the negative perception of conflict. If we don't discuss it, it will go away.



CONFLICT RESOLUTION STYLES *CONTINUED*

- Compromising: people gain and give in a series of tradeoffs.
- Collaborating: the pooling of individual needs and goals toward a common goal.



HOW WE RESPOND TO CONFLICT

- Emotional: feelings we experience in conflict
- Cognitive: our ideas or thoughts about a conflict
- Physical: bodily tension, increased perspiration, tunnel vision, increased heart rate.



THE ROLE OF PERCEPTION IN CONFLICT

- Culture, race and ethnicity: our cultural backgrounds influence how we handle conflict.
- Gender: men and women perceive situations somewhat differently.
- Knowledge: the amount of knowledge we have about the situation determines how we respond.



THE ROLE OF PERCEPTION IN CONFLICT *CONTINUED*

- Impressions of the messenger: If the person sharing the message is perceived as a threat (powerful, unknown etc), this can influence our responses.
- Previous experiences: life experiences influence our perceptions of current situations.



CONFLICT MANAGEMENT GUIDELINES

- To start solving the problem you must address the conflict or unacceptable behavior.
- Think in terms of a win-win solution.
- Develop communication techniques.



COMMUNICATION TECHNIQUES

Use communication tools such as:

- Reflective listening
- Using “I” statements
- Values clarification
- Avoiding Generalizations
- Informing instead of giving orders



GROUND RULES FOR CONFLICT

- One person talks at a time
- Each person speaks for him/herself
- No physical fighting
- Cool off times are okay with advanced warning and the issue are discussed at a later time
- Do not bring up old issues (“the last time...”)



GROUND RULES FOR CONFLICT *CONTINUED*

- No emotional or verbal abuse (name calling, hurtful personal attacks, profanity, ignoring or berating).
- Use eye contact.
- The purpose is to understand each other NOT a personal “win.”
Don’t keep score.



CONFLICT IN THE WORKPLACE

- What are some key sources of conflict in the workplace?
- When do they occur?
- How do people respond to these conflicts?
- When problems are solved, are they solved for the moment or are systems put in place for future concerns?



DEALING WITH CONFLICT: FROM COMBAT TO HOME



- Aggressiveness towards others
- Controlling emotions
- Discipline and taking orders



CONFLICT RESOLUTION

Conflict, whether with your spouse or another military member, can be a source of stress.

Learning to come to a mutually acceptable outcome with others can alleviate stressful feelings...



EXERCISE

The following 4 steps model can help you express your opinions, feelings, and wants as you negotiate for change:

- State the problem (what you perceive to be the cause of your stress)
- State how it makes you feel.
- State how it affects your motivation and productivity.
- State win/win solutions (both sides of the conflict get something positive from your solution)
- When: _____
- I feel: _____
- Which causes: _____
- I think a solution might be: _____



HELPFUL HINTS

- Phrase messages into goals you would like to accomplish.
- Avoid leading questions to get a specific response.
- Look at the conflict as a mutual issue.
- Discuss possible solutions.
- Seek a third party to facilitate agreement if needed.



SUMMARY

- Our perceptions affect how we respond to conflict
- Conflicts can activate the flight or fight response
- Learning to come to a mutually acceptable outcome with others can alleviate stressful feelings
- Setting ground rules can help the conflict from escalating
- If the conflict cannot be resolved, seek a third party to facilitate an agreement





QUESTIONS?



RESOURCES

- Military Community Services
- Chaplain and Local Clergy
- Military OneSource (800) 342-9647
- TRICARE www.Tricare.mil
- Behavioral Health Services





THANK YOU