



Constructive Conflict Resolution

Playing with fire without getting burned

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ouch?

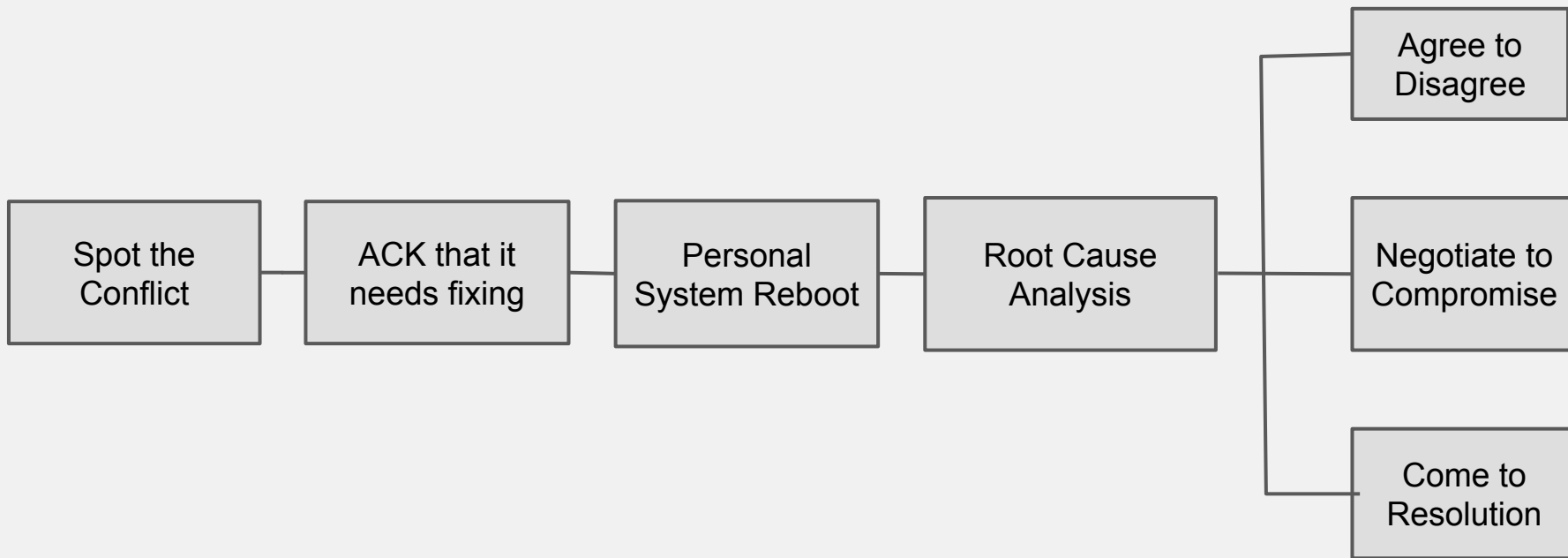
Conflict isn't bad.

Dealing with conflict productively

A step-by-step guide

Dealing with conflict productively

A step-by-step guide



Step 1: Spot the conflict

Step 2: All parties ACK it needs fixing

Otherwise...

416 @age should allow
numbers

GREEN

closed-
wont-
fix

Step 3: Personal system reboot

Step 4: Root Cause Analysis

Unmet needs

Unmet needs



Unmet needs



...consider state checks; “I statements”

Clashing values

Clashing values

Tastes great.
Less filling.

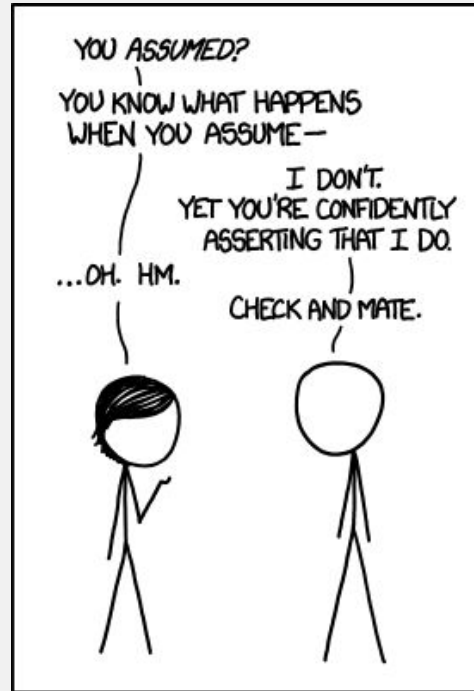
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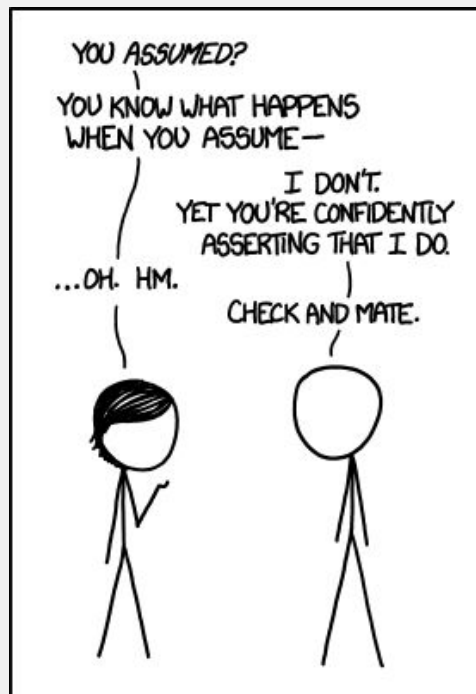
...consider negotiation & compromise

Underlying assumptions

Underlying assumptions



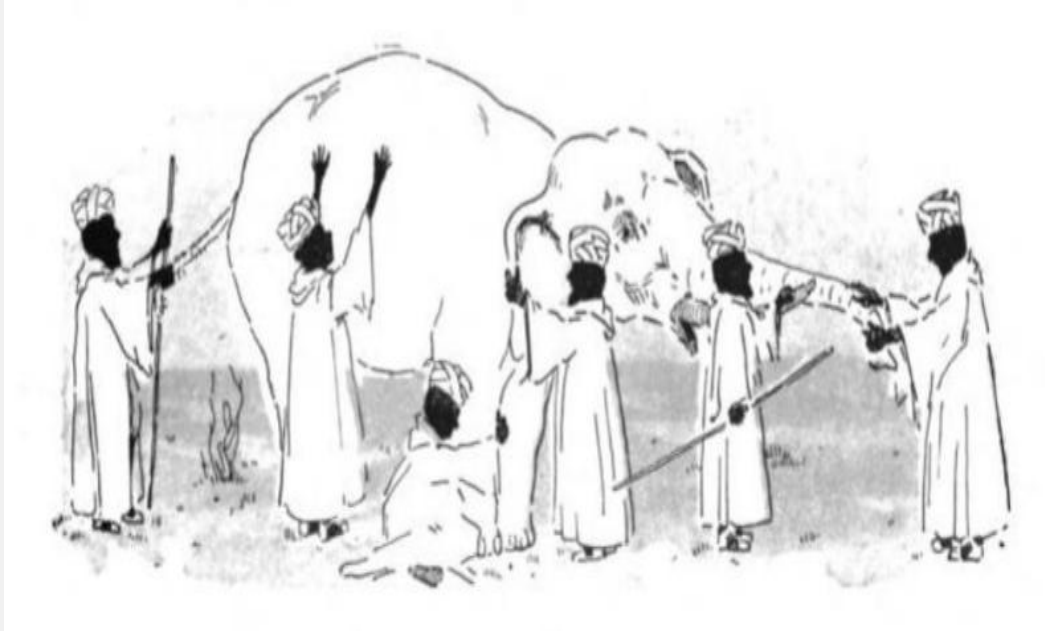
Underlying assumptions



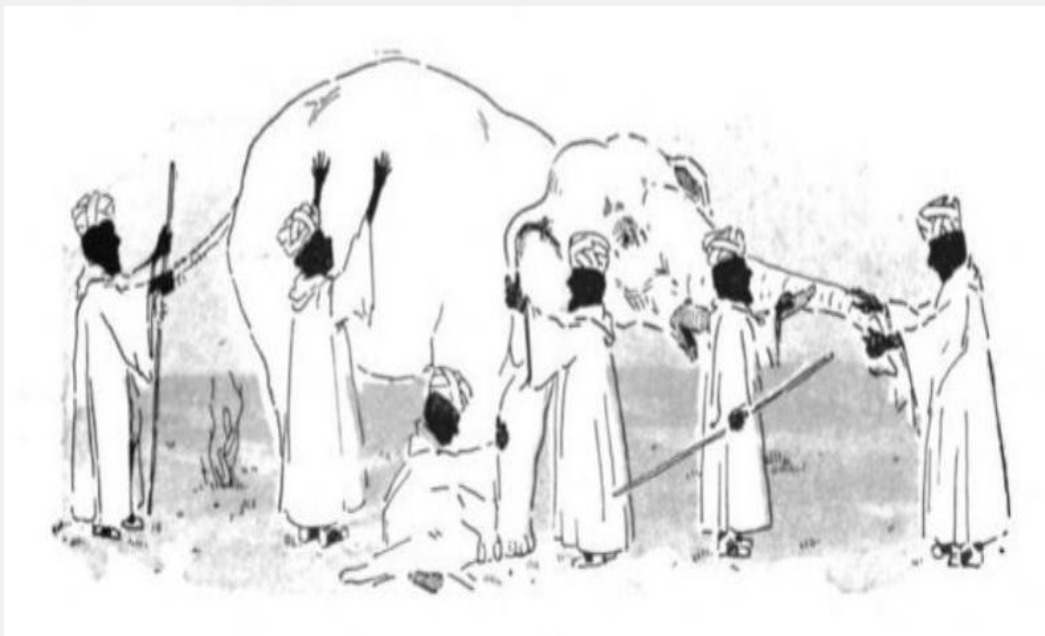
...consider building common fact base

Different perspectives

Different perspectives



Different perspectives



...consider standing in the other party's shoes

Step 5: Resolve, compromise, agree to disagree

Resolve

- Discover there wasn't really a problem, or
- Find a new win-win solution

Compromise

Everyone shifts towards the
middle a little

Agree to disagree

- Not a great first response
- Can be a good endpoint if process was effective
- Need parameters to avoid accumulation of baggage

Conflict...

“the root of personal and social change; it is the medium through which problems can be aired and solutions arrived at.”

- Morton Deutsch



THANK YOU



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