



Department of  
**Human Resources**

# Conflict Management

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July 19, 2016



# Workshop Objectives

- Define conflict management
- Discuss the stages of conflict
- Learn the conflict-handling styles model
- Practice the conflict-handling styles model

# Conflict Management

What is Conflict?

“Conflict is a disagreement through which the parties involved perceive a threat to the needs, interests, or concerns of themselves or others”

— Academic Leadership Support, University of Wisconsin at Madison

# Conflict Management

## What is Conflict Management?

The practice of recognizing and dealing with disputes in a rational, balanced and effective way. Conflict management implemented within a business environment usually involves effective communication, problem resolving abilities and good negotiating skills to restore the focus to the company's overall goals.

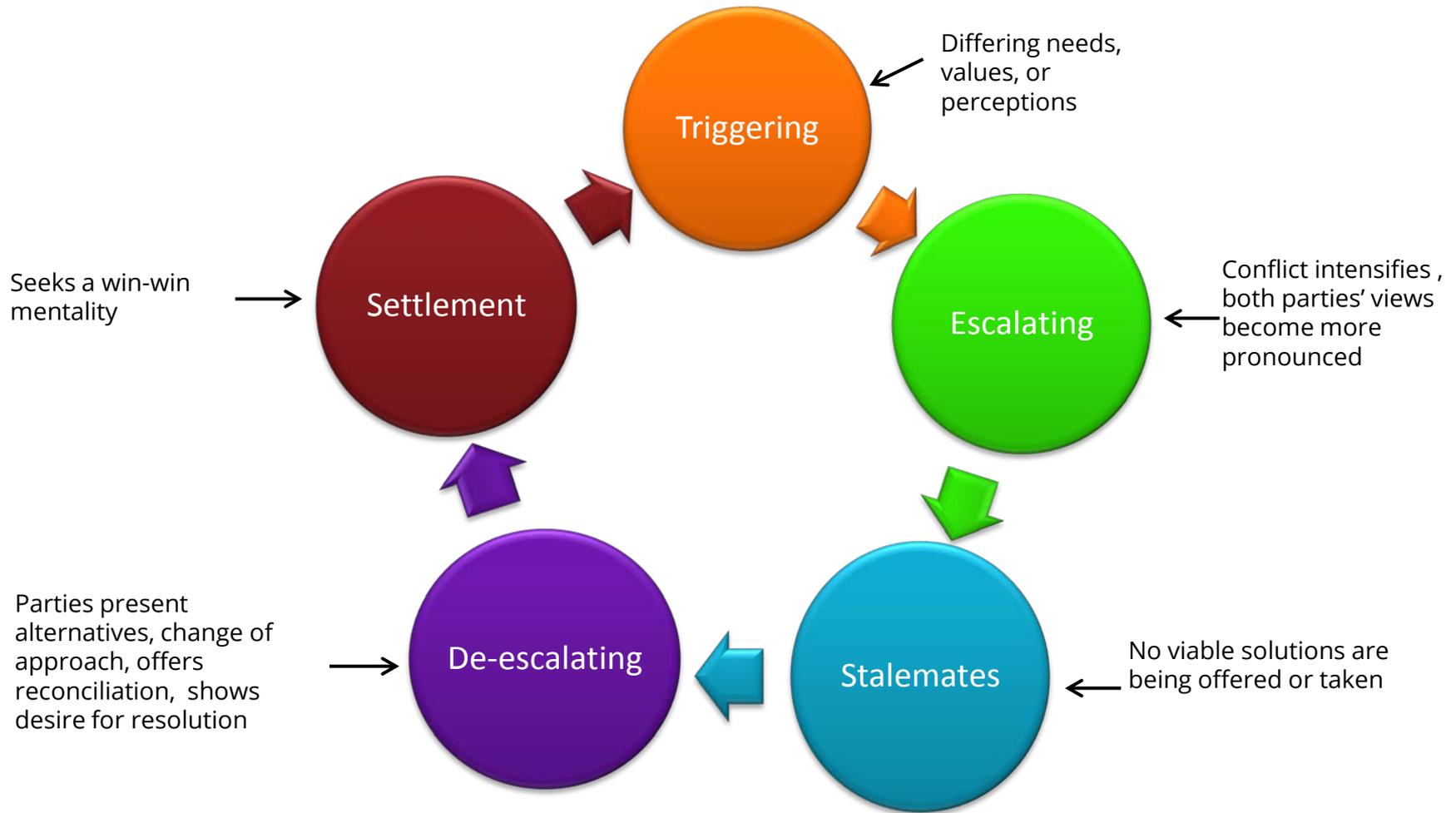
— BusinessDictionary.com

# Conflict Video

# Sources of Conflict

- **Differing Needs-** person or group makes another's needs difficult
- **Differing Values-** person or group infringe on the values of the other
- **Differing Perceptions-** person or group acts on assumption based on the perception of information received

# Five Stages of Conflict



# Conflict Resolution

## Competing

- \*Decisive Action is vital
- \*Unpopular courses of action
- \*Vital to organizational Welfare
- \*Protection from non-competitive behavior

## Collaborating

- \*Integrative Solutions
- \*Understanding others' views
- \*Merge Insights
- \*Consensual decision-making
- \*Protects interpersonal relationships

## Compromising

- \*Settles to avoid disruption
- \*Committed to mutual goals
- \*Temporary settlements for complex issues
- \*Expedient solutions under time pressure

## Avoiding

- \*Other important issues are pressing
- \*Low power
- \*Frustration of difficulty
- \*Damages outweigh benefits
- \*Allows others to cool down
- \*Delay vs. immediate decision-making

## Accommodating

- \*When wrong, hears from others
- \*Satisfy the needs of others
- \*Builds credits for later
- \*Preserves harmony
- \*Out-matched by competition

# Competing

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# Wrap UP

What is one concept you learned today about conflict management that will help you improve conflict within your agency?