

# Managing Conflict

- Conflict between individuals or organizations is natural and can be healthy
- Conflict represents opportunities for participation and creative change
- Conflict often carries emotional aspects that can be difficult to surface and resolve
- Suppressed conflict can be more harmful than the temporary discomfort in confronting the issues
- Typically the largest barrier to conflict resolution are imaged predictions of the outcomes

# Why Conflicts Occur

- Lack of Information or Lack of Clarity
- Different **Assumptions of Values**
- Lack of Shared Vision
- Lack of Trust
- Hidden Agendas
- Different Leadership, Communication or Problem-Solving Styles
- Change

# Managing Conflict

- Make members aware that conflict is a natural step of any group process
- Recognize the personality and values of those involved
- Solicit and understand the key elements of the problem: Distinguish between the root cause and noise
- Understand what each person wants as an outcome
- Broaden the alternatives and encourage diverse ideas
- Use the appropriate management style to resolve



# Ways to Manage Conflict



Adapted from the Anatomy of a Skills Panel Presentation  
By the WA Workforce Education and Training Board

# Types of Conflict Management

Type	Action	Advantage	Disadvantage
Competition	Quick Decisions	Used when immediate action is required	Stops exploration of new ideas Goals may be achieved at others expenses
Accommodation	Avoids Disruption	Preserves harmony Useful when issues are not important	Sacrifices your point of view Limits creative resolution
Avoidance	Postpones Action	Useful when risks outweigh benefits When others can solve problem more effectively	Restricts input Postpones needed decisions
Collaboration	Mutual Resolution	Exploration of new approaches Gains commitment	Can be time consuming Requires open participation

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