

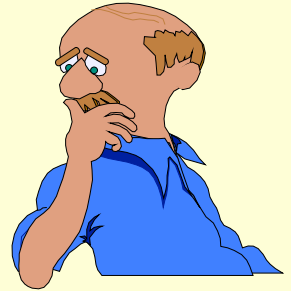


MALMC Conflict Management Workshop

Presented by
Commissioner Barbara Rumph




Workshop Objectives



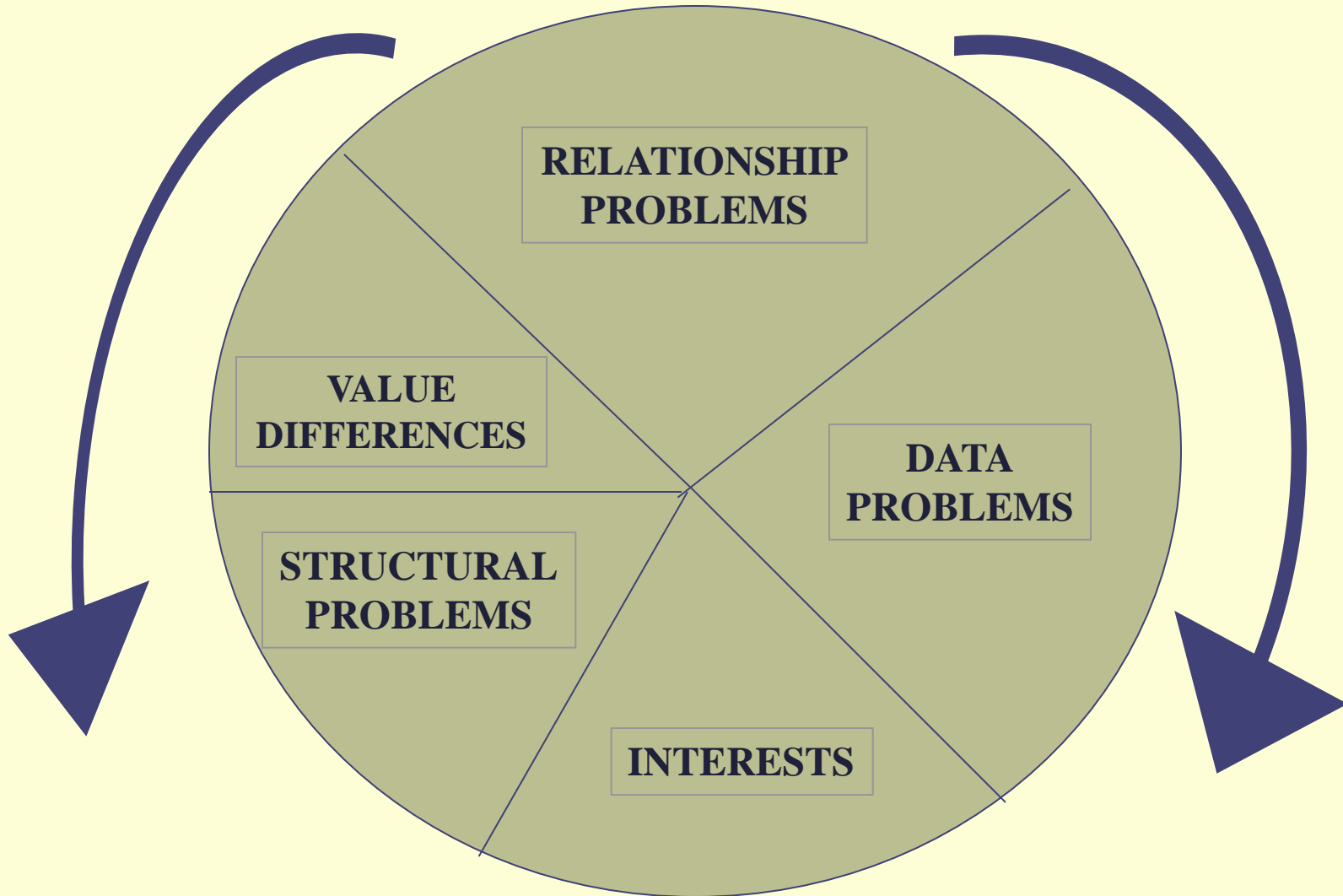
- To recognize dynamics of conflict
- To understand how we respond to conflict
- To learn techniques to manage conflict



Truths About Conflict


- Conflict is unavoidable
 - Conflict can be disruptive and/or destructive
 - Conflict could be an opportunity
- 

CIRCLE OF CONFLICT






Myths About Conflict

- The presence of conflict is a sign of poor management
 - Anger is negative and destructive
 - If conflict is ignored, the problem will go away
- 




Myths About Conflict

- Conflict must always be resolved
 - Conflict is abusive
 - People who disagree with each other do not like each other
- 




Dynamics Of Conflict

- The longer one sticks to a position, the harder it is to seek alternatives
 - My position, or opinion, is more important than yours
- 




Dynamics Of Conflict

- If someone's opinion differs from ours, we tend to take the difference personally
 - Continuous conflict often increases perceived differences between people
- 



Dynamics Of Conflict

- Distance increases between people
 - Constant conflict creates a climate of mistrust
 - People leave because of turmoil
 - People feel defeated
- 



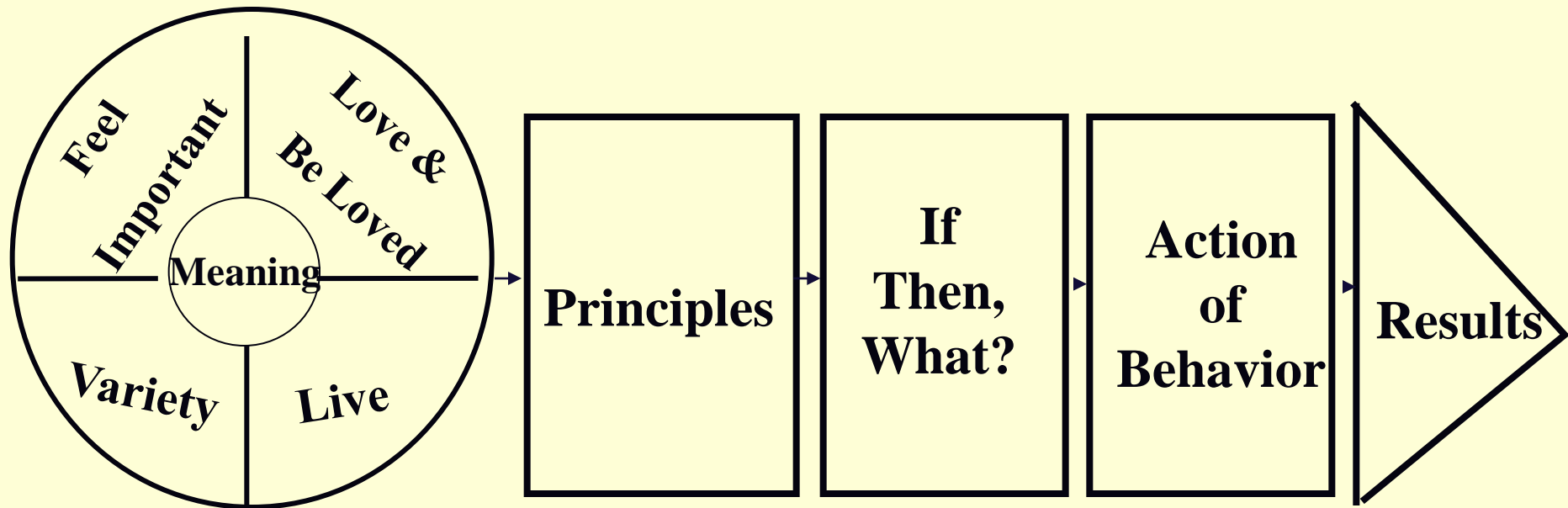
Dynamics Of Conflict

- Miscommunication
 - Misunderstanding
 - Mistakes
- 

REALITY MODEL

How Things Occur & Why They Occur

NEEDS



Franklin Model as adopted by Gordon Graham

Conflict Response Modes

● ACCOMMODATING



Conflict Response Modes

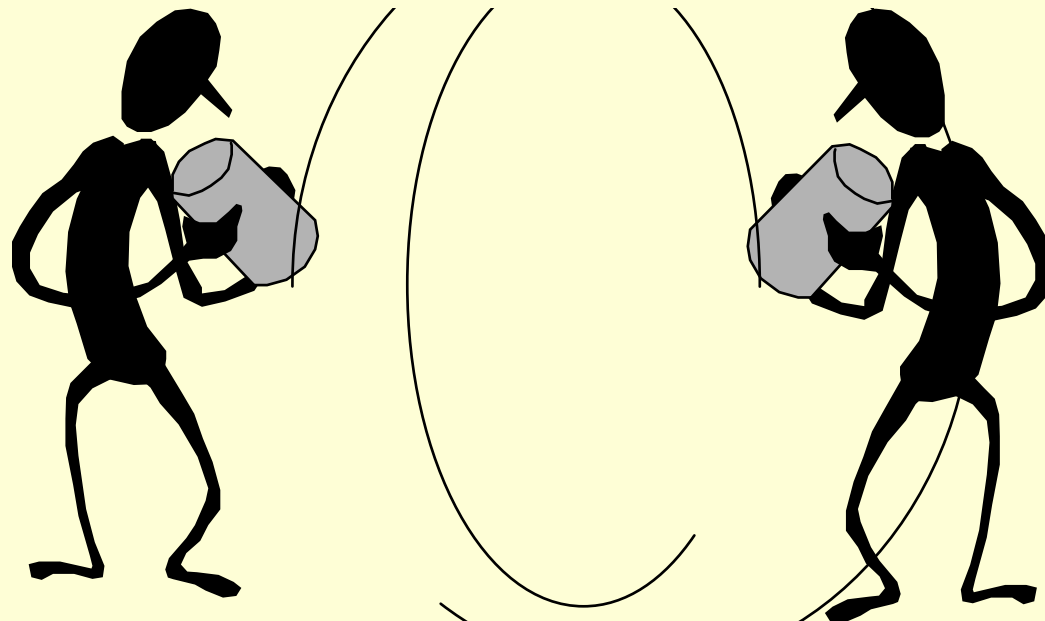
● AVOIDING





Conflict Response Modes

COMPROMISING





Conflict Response Modes

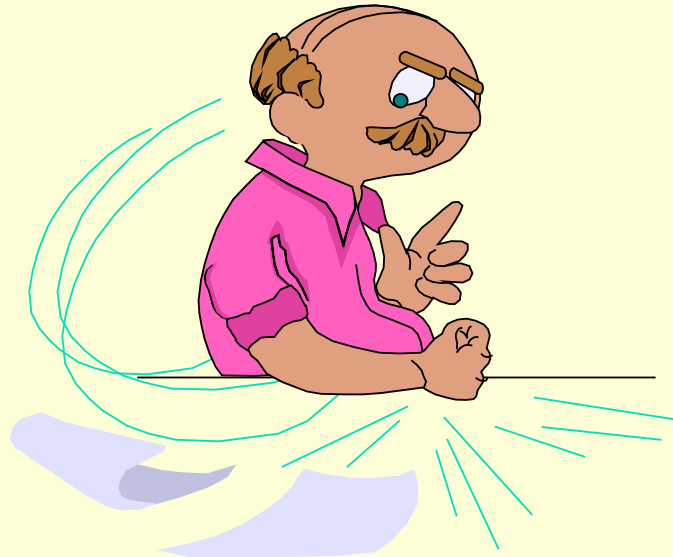
FORCING





Conflict Response Modes

● ARROGANCE



What Else Do You Expect From Them?



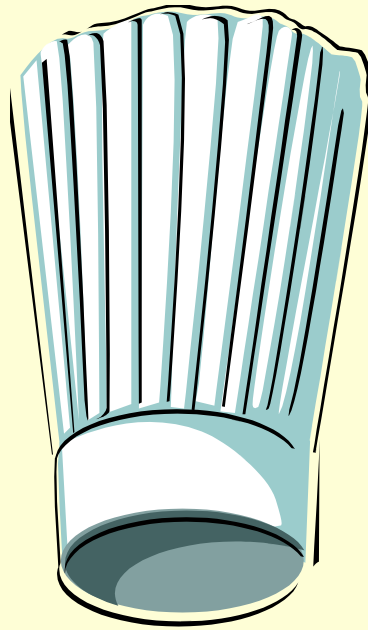


Conflict Response Modes

COLLABORATING



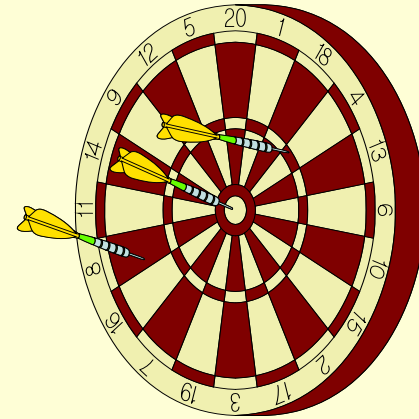
Your Conflict Style



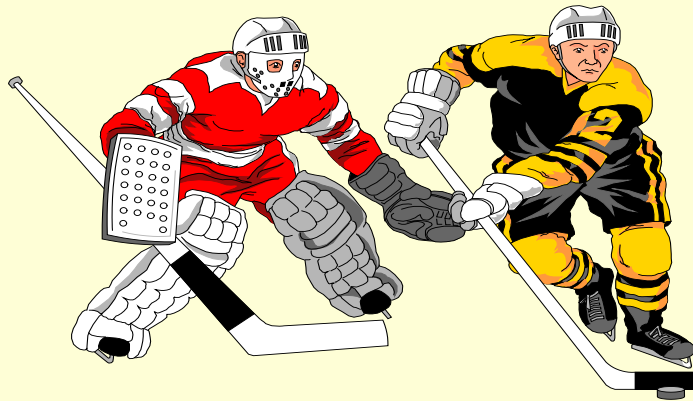
Sources Of Conflict



INFORMATIONAL



GOAL

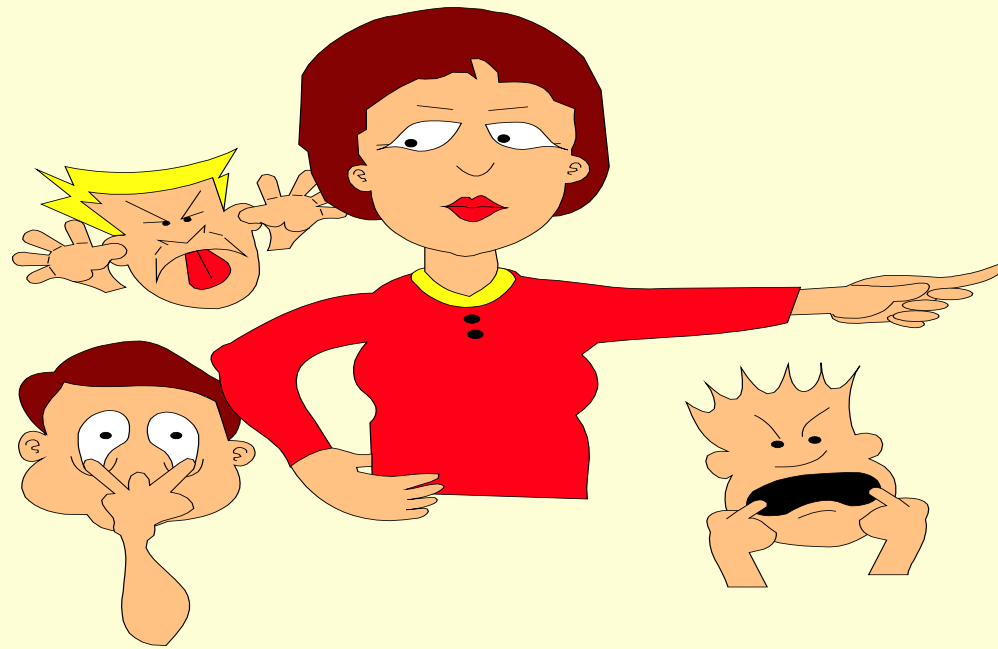


STRATEGY



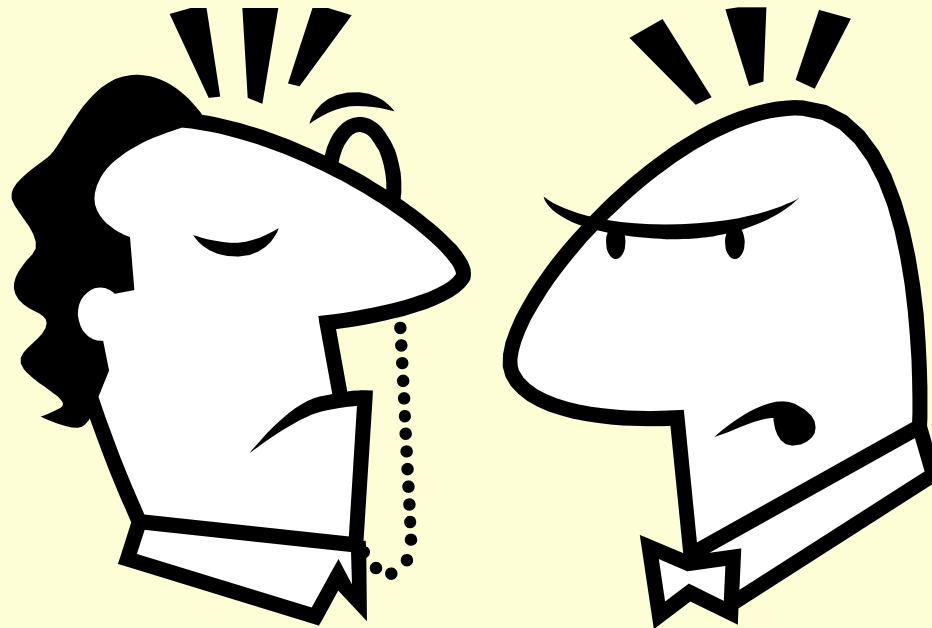
VALUES

Techniques To Manage Conflict



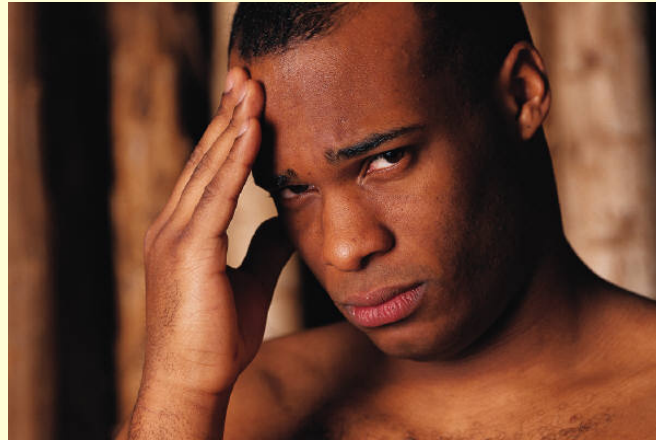
● Strive to be unconditionally constructive

Techniques To Manage Conflict



Beware of one-sided perceptions

Techniques To Manage Conflict



BALANCE REASON WITH EMOTION

Techniques To Manage Conflict



Inquire, Listen & Seek To Understand

Techniques To Manage Conflict



Consult Before Deciding

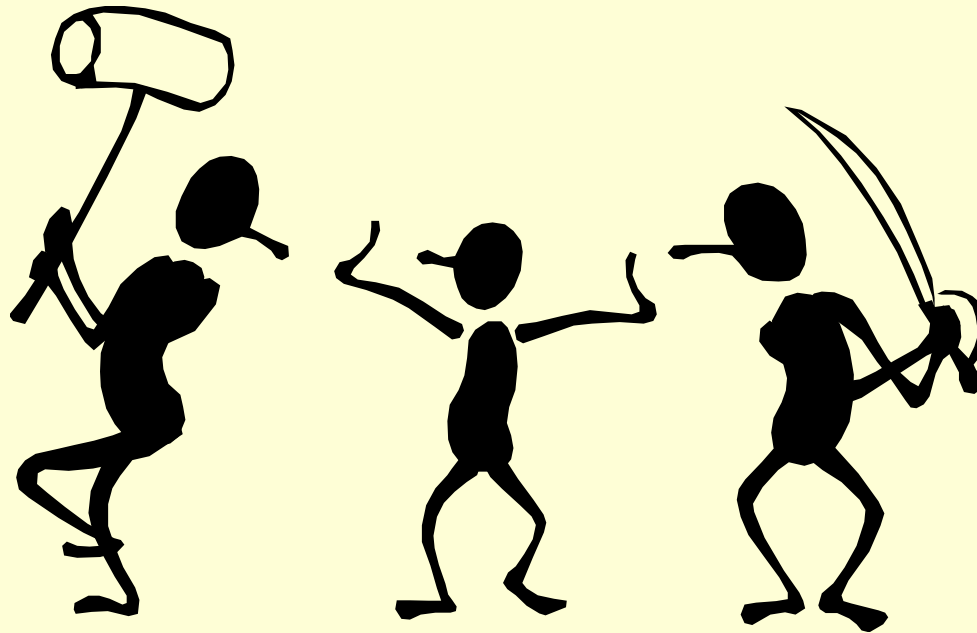
Techniques To Manage Conflict



BE TRUSTWORTHY

Say what you mean, & mean what you say!

Techniques To Manage Conflict




Use Reason; Not Force

Techniques To Manage Conflict



Accept & deal seriously with difficult people



**“Heat not a furnace
for your foe so hot
That it do singe yourself”**

Act 1, Scene 1 All is True (Henry VIII)

William Shakespeare

