

How To Manage Conflict

1 paragraph introduction to the topic or problem

Key points:

- 4 causes of conflict
- Resolution through compromise or problem-solving

4 Causes OF Conflict

4 causes of conflict

Different expectations
& outcomes



Unwilling to compromise,
collaborate or work
together to resolve issues



Different perceptions
of meanings – words
actions, motivations,
and situations



Different objectives, needs,
wants and values.





Resolution Through Compromise Or Problem Solving

Compromising

Focus on importance of basic goals the team all want to achieve.
Go back to principles and purpose.
Agree a common standard of behaviour
No one person has the perfect solution or idea. To get the best solution you need to give a little to gain a little

Problem Solving

All needs and feelings are legitimate and of importance.
Show respect to increase mutual support.
Openly discuss the issues and focus on them not the person behind them. Look for a beneficial solution either to both parties or better than that suggested by both parties.
Look for win-win solutions

Activity



Does the conflict need resolved or can you live with it? If it does then consider using the approaches described about.

Other related information

SEDG Resource – Leadership Styles
SEDG Resource – Developing Your Workforce

Need help?

You can contact at us and arrange a call at: sedg@tsdg.co.uk