Conflict Management

Moving Forward

Agenda

Shared agreements

Learning Outcomes

The Why

What is Conflict Management (CM)

Five-Step CM Process

Apply the Five-Step Process

Key takeaways

Summary

Closing

Shared Agreements

- Respect
- Engagement
- Parking lot

Learning Objectives

After this course ────────

You will be able to **DEFINE** Conflict Management

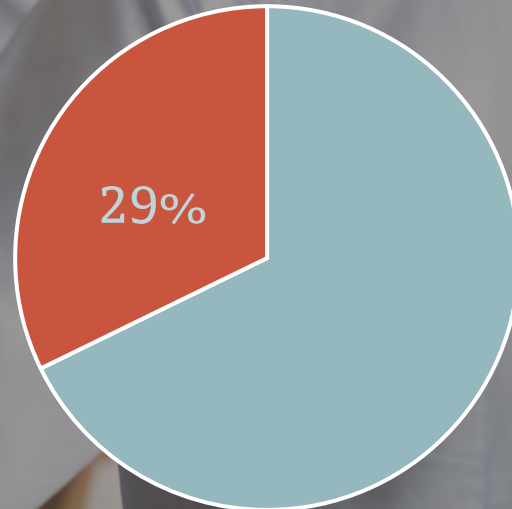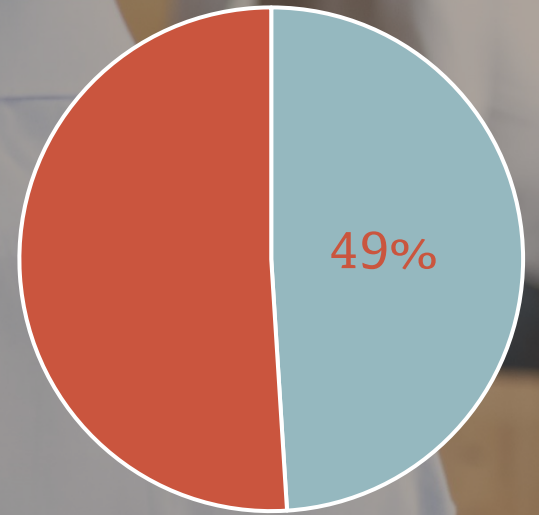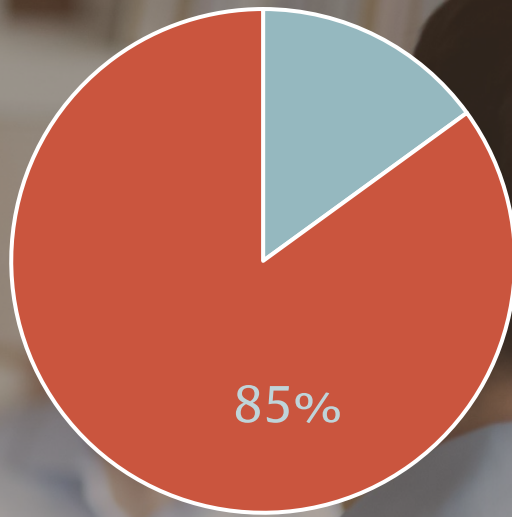You will be able to **PARAPHRASE** X Company's 5-Step Process for conflict management

You will be able to **APPLY** the Five-Step Process in a real-life scenario

85 % of employees experience some type of workplace conflict

49 % of employee conflict results from clashes in personality or ego

29 % of employees report to constantly be experiencing conflict in the workplace

85%

49%

29%

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What is Conflict?

Type 1:

Task or Process

Example: while working on a complex project within a team and you must wait for teammates to complete their assigned task before beginning yours.

Type:

Relational

Example: a teammate uses a cultural stereotype in the workplace

What is CM?

Does a conflict free workplace exist? Is that our vision?

- An increase in security
- An understanding of different perspectives
- Lead to better decision making
- A strength in relationships and commitment

What words come to mind when you hear conflict management?

- Follow the link in the chat to a Mentimeter activity. Type as many words as you can think of.

- Words that are typed the most will become larger on the screen, identifying similarities

Mentimeter

Define

X Company defines CM as, **"a process that can be implemented to identify and manage conflicts in a sensible, fair, and efficient manner"**.

X Company is committed to approaching and handling workplace conflict in a manner that **increases feelings of security and commitment** in our employees.

Non-example

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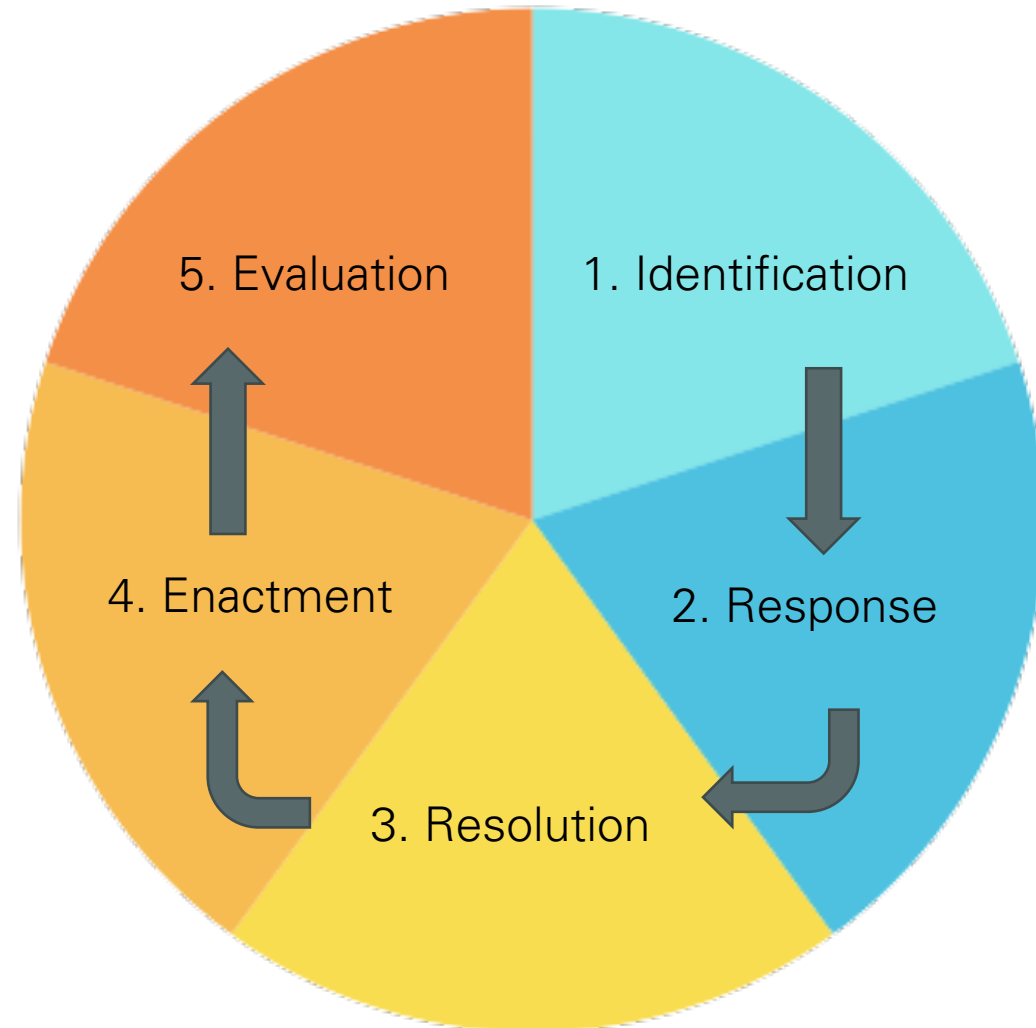
Apply the Five-Step Process

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Five-Step Process to Manage Conflict

1. Identification

2. Response

3. Resolution

4. Enactment

5. Evaluation

Step 1. Identification

First, you must **identify the source of conflict.** Have each opposing team member craft a written statement of what the issue is.

Example: Two employees are arguing about a project timeline and whether or not it needs to be updated. Each team member writes their opinion on a shared site.

Virtual/Hybrid Scenario

Step 2: Response

Second, **allow each person involved to respond to the issue and the other side's position**. Set firm boundaries to ensure respectful communication, with zero-tolerance for name-calling or derisive comments.

Example: The comment feature is turned on the shared site allowing each individual to comment on the other side's position. A bold note at the top lists the agreements all parties will use when commenting.

Step 3: Resolution

Third, analyze all facts of the situation. Using a systematic decision- making process, work towards a solution that's acceptable and do-able for all team members.

Example: After reading through the entire document, you propose to extend the initially agreed upon timeline by the exact amount of extra days the project was late in being handed over to the next teammate on the project.

Step 4: Enactment

Fourth, put the agreed upon solution into practice and monitor progress. This step is where any necessary adjustments can also be made.

Example: A new timeline is drafted that reflects the changes made and is shared with the entire team. A process for requesting extensions begins development for future projects.

Step 5: Evaluation

Finally, evaluate how well the solution worked and whether its workable solution for future use. Decide if the agreed upon solution improved the process.

Example: You check in with each team member to determine if the solution allowed them to get back on track and complete their portion of the project on time.

Breakout Rooms

Work with your team to paraphrase each of the steps in our conflict management process.

1. Follow the link in the chat to shared google document

1. Accept your breakout room assignment on your screen

2. Identify a recorder, a time keeper, and a team leader

3. Begin paraphrasing what each of the steps entail

Sample responses from the breakout rooms:

1. Identification: sample from google doc

2. Response : sample from google doc

3. Resolution : sample from google doc

4. Enactment : sample from google doc

5. Evaluation : sample from google doc
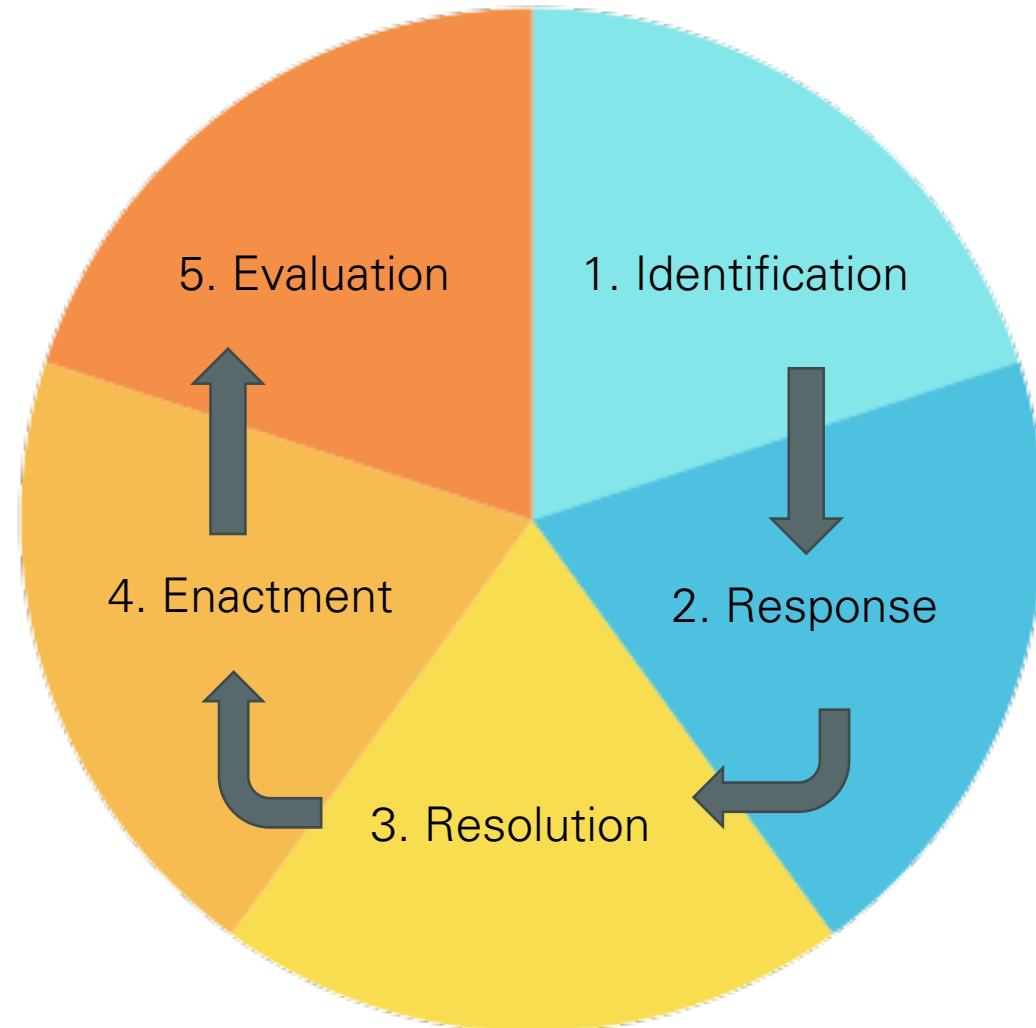
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Scenario One – Task/Process

Volunteers (learner's names here) will read the scenario to the group. We will stop at pivotal moments to help our volunteers determine what is the next best step based on the Five-Step process.

Scenario Two - Relational

Volunteers (learner's names here) will read the scenario to the group. We will stop at pivotal moments to help our volunteers determine what is the next best step based on the Five-Step process.

Reflect on Roleplay

In two sentences or less in the chat feature – share which step in the Five-Step Process you believe will be the most difficult to implement and why.
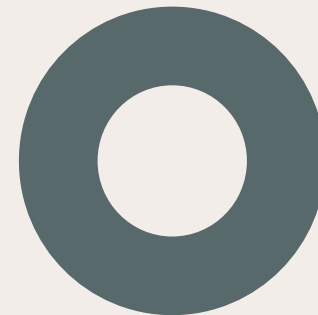
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Share two of your key takeaways from today's training.

Type your key takeaways on the zoom whiteboard.

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Congratulations! You have completed Conflict Management – Moving Forward course.

Please check your email for additional resources from the course content

Conflict Management Moving Forward