

Conflict Resolution in the Workplace

© 2014

HPCC QUARTERLY MEETING

December 8, 2016
Brady's Landing
11:00AM

Elbert Hamilton Jr.
Presenter

Conflict Resolution

“The ability to deal with people is as purchasable a commodity as sugar or coffee, and I will pay more for that ability than for any other under the sun.”

— John D. Rockefeller

RP: Resolution is a process and practice to develop people.

Conflict

A **disagreement** in which the **people** involved perceive a **threat** to their **needs, interests, or concerns**

RP: Having a working understanding about conflict is the first step toward resolution.

Resolution



RP: Developing a clear perception of the conflict leads to resolution.

Conflict Resolution

Resolution = Re + solution

RP: Investing in people to find new solutions creates the atmosphere of resolution.

Key Factors in Conflict

- A **conflict** is more than a disagreement; it involves a perceived threat (real or unreal).
 - People in **conflict** tend to respond on the basis of their perceptions of the situation.
 - **Conflict** is difficult to manage because it involves complex (especially psychological) dimensions. Thus, conflict is best understood by sifting through all the layered dimensions.
- 

Key Factors in Conflict

- **Conflict** is normal within any environment where people exist, so the skill to anticipate and/or predict when such situations could arise is a necessary competence.
 - Creative problem-solving strategies are essential to develop positive approaches to **conflict** management.
- 

Group Exercise

Identify the areas of conflict.

Conflict Resolution



Conflict Resolution

Good posture = Resolution

VS.

Bad posture = Dissolution

Conflict Resolution

POSTURE

RP: Acknowledging vulnerabilities, weaknesses, and insecurities positions one for resolution.

Group Exercise

Write down one specific weakness.

RP: Self-assessment is critical to resolution.



Conflict Resolution

Good **posture traits** for conflict resolution are

- Submission
 - Flexibility
 - Listening
 - Willingness
- 

Conflict Resolution

Fundamental contexts for conflict resolution:

- There is enough space/room for everyone.
 - Listen until your good posture shows up.
 - Discover your resolution mindset when there is no conflict.
- 

Conflict Resolution

Presentation Sources

Carnegie, Dale. Internal Conflict Resolution Guidebook.
Training Manual.

Katzenbach, Jon, and Smith, Douglas K. The Wisdom of Teams:
Creating the High-Performance Organization.

Scannell, Mary. The Big Book of Conflict Resolution Games.

Senge, Peter. The Fifth Discipline: The Art and Practice of The
Learning Organization.