Conflict Management with Win-Win Solutions

You can create harmony in the workplace with win-win conflict management solutions.

Adapted from “Conflict Management” 1994 Neil Katz &Kevin McNulty
https://www.maxwell.syr.edu/uploadedFiles/parcc/cmc/Conflict%20Resolution%20NK.pdf

General Housekeeping

- Distractions and phones
- Participation
- Locations:
  - Washrooms
  - Water/Coffee
  - Fire Exits
-

Time	Topics and Activities
5	Conflict Management Course Overview
10	Defining Conflict and Scenario Practice
10	Common Conflicts and Scenario Practice
15	Unconscious Threat Responses and Practice
30	Modes of Conflict Resolution and Practice
10	Conflict Resolution vs Conflict Management
15	Practicing the Process and Wrap up

Course Objectives:

01 |	Recognize the main reason for conflicts and three common types of conflicts.
02 |	Identify unconscious threat responses that factor into everyday conflicts.
03 |	Differentiate the five conflict resolutions modes.
04	Recognize the key principles of conflict management.
05 |	Follow the correct steps of conflict management that leads to long-term conflict resolution.

- What is Conflict?
- Common Conflicts
- Threat Responses
- Conflict Outcomes
- The Win-Win Solution
- What is Conflict Management?
- Conflict Management Guidelines

Why does conflict occur?

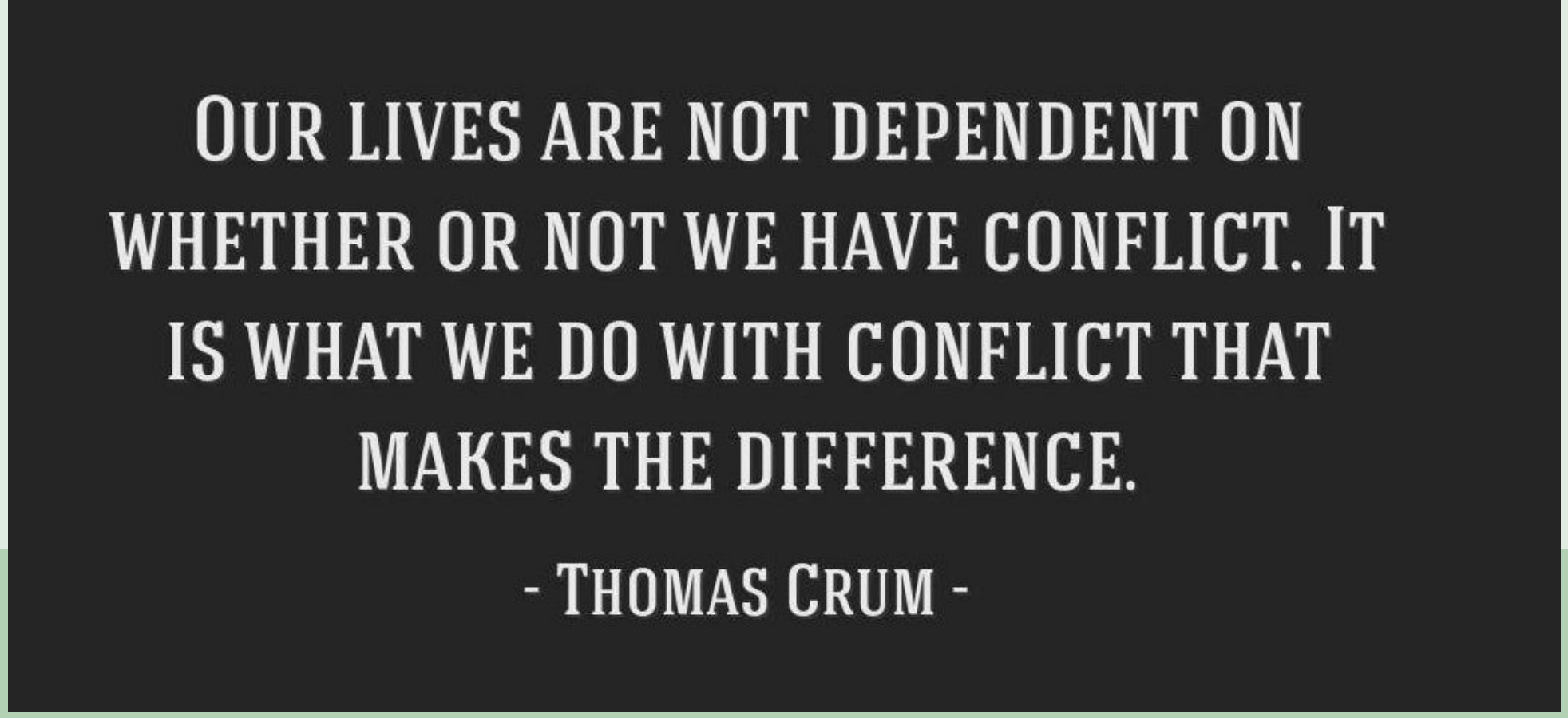
What is conflict?

Perceived Negative Differences

What is conflict?

Mismatched outcomes

Let’s Practice



Common Conflicts in the Workplace

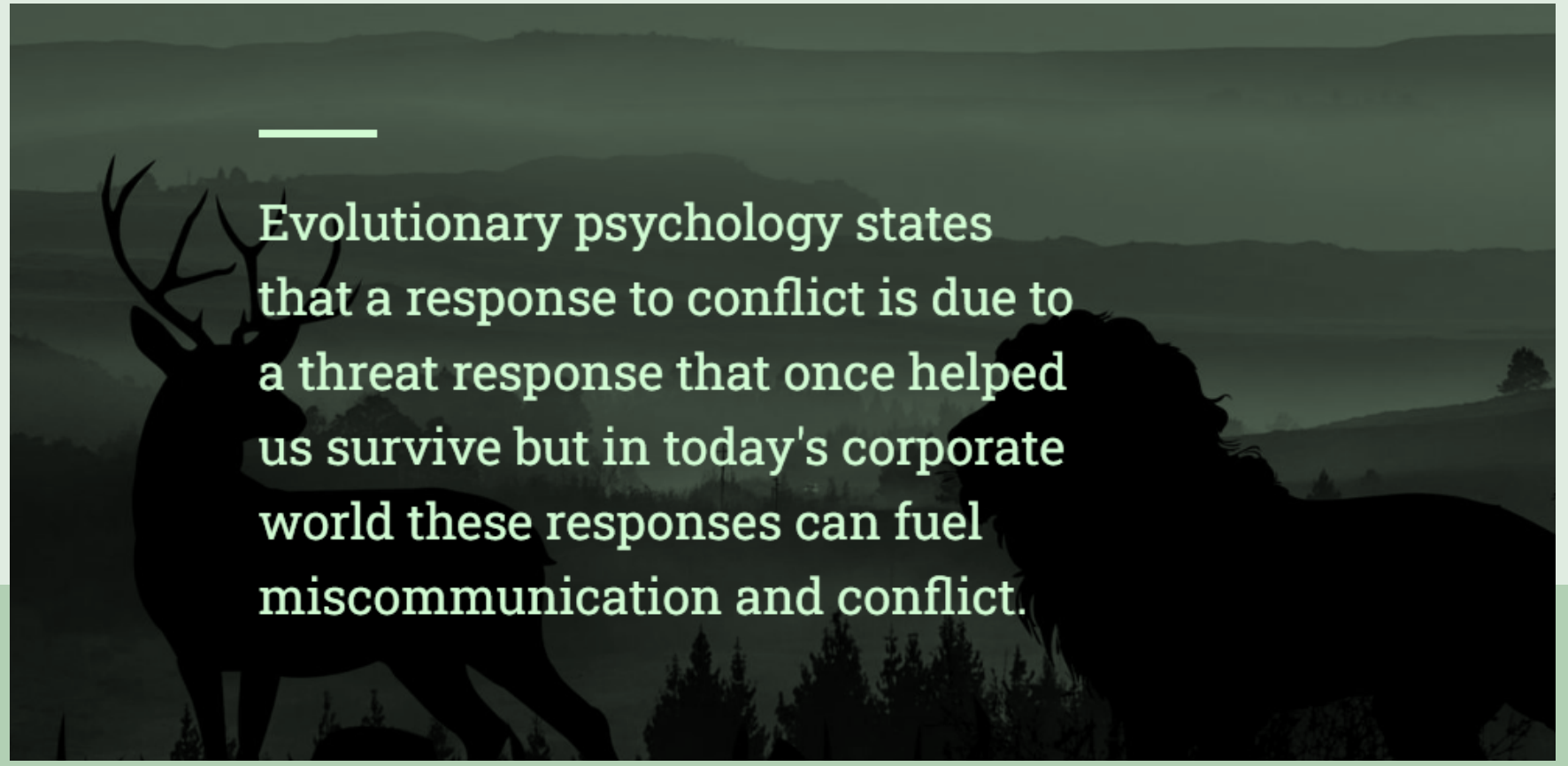
Have you ever seen these conflicts before?

Leadership Styles

Work Styles

Cultural Issues

Let’s Practice



Threat Responses

Identifying our typical threat response and that of others can bring more awareness.

Fight Response

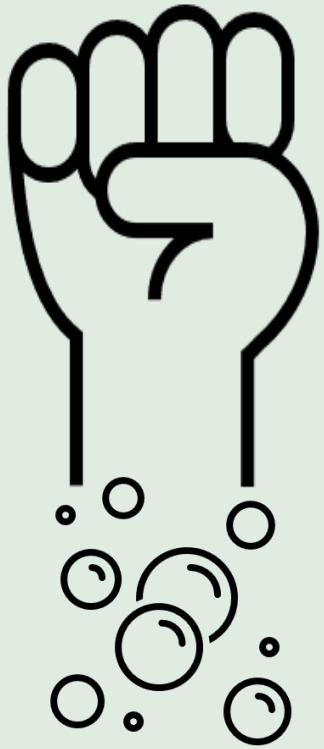
Flight Response

Freeze Response

Fawn Response

Next

Fight Response



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Flight Response

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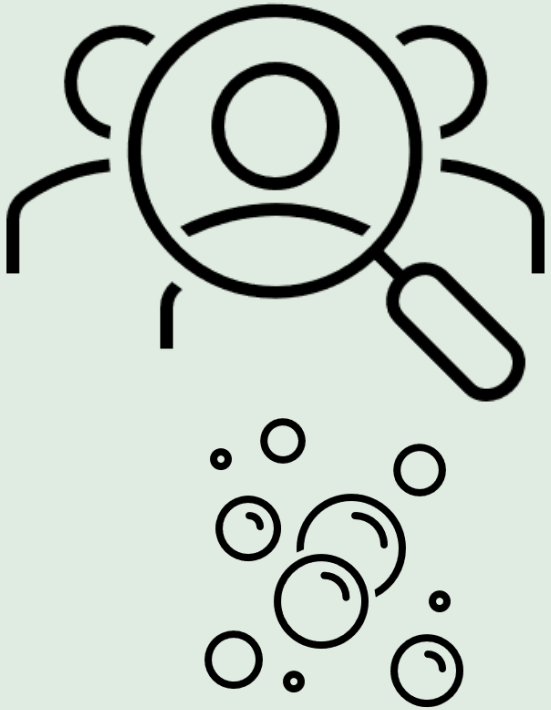
Freeze Response



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Fawn Response

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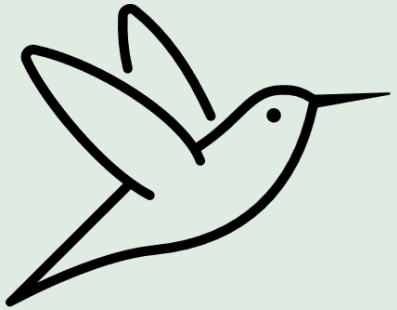
Can you identify your typical conflict response?



Let’s Practice

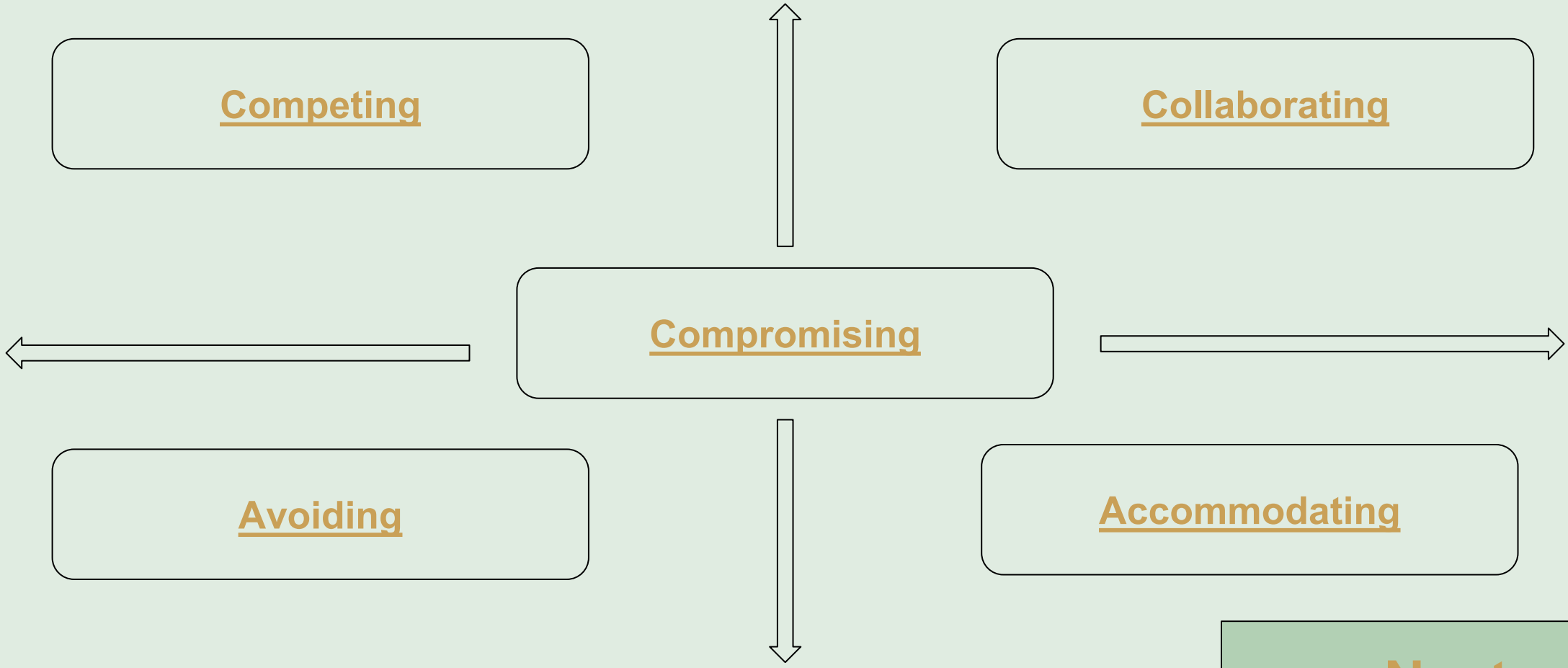
"Because no two individuals have exactly the same expectations and desires, conflict is a natural part of our interactions with others."

-Kenneth W. Thomas & Ralph Kilmann, Co-creators of TK Conflict Mode Instrument

5 Modes of Conflict Resolution

Can you relate to these typical one-on-one conflict outcomes?

5 Modes of Conflict Resolution
by Thomas-Kilmann



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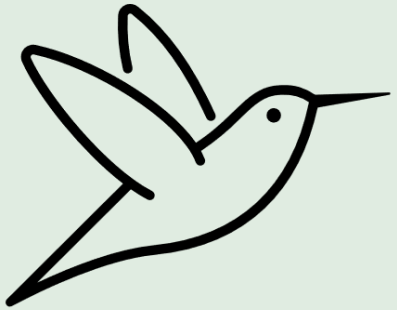
Competing
Win/Lose



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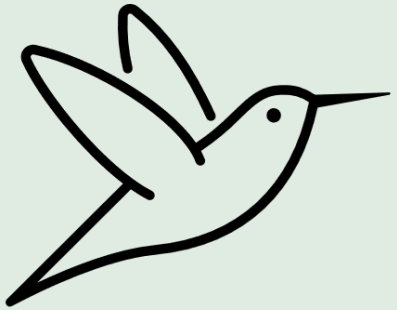
Compromising
Semi-win/Semi-lose



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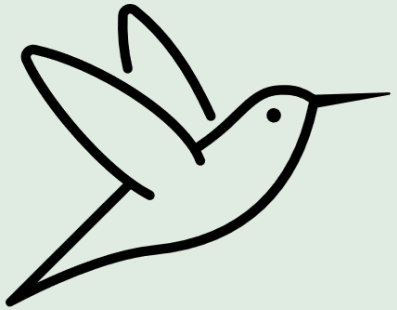
Accommodating
Yield-lose/win



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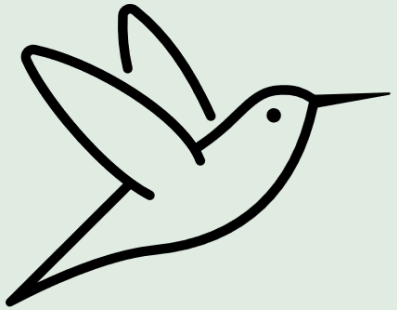
Avoiding
Lose/Lose



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Collaboration=The Win-Win Solution

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Let’s Practice

Conflict Resolution vs. Management

What is the difference?

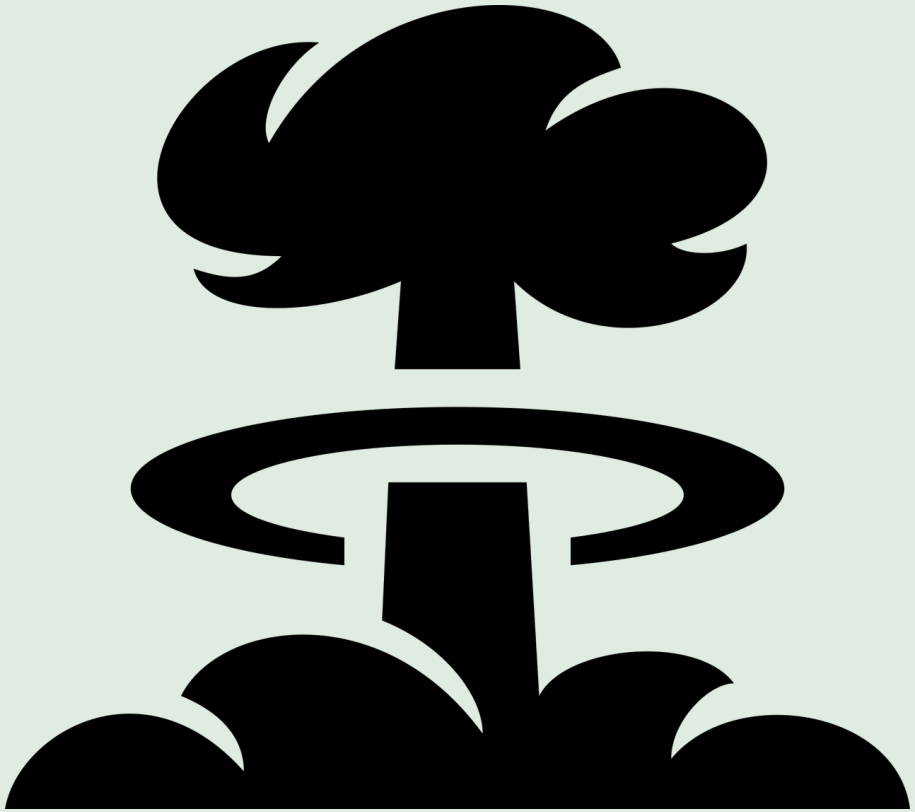
Conflict Resolution vs. Management

Conflict Resolution
Short-term and Solution Found

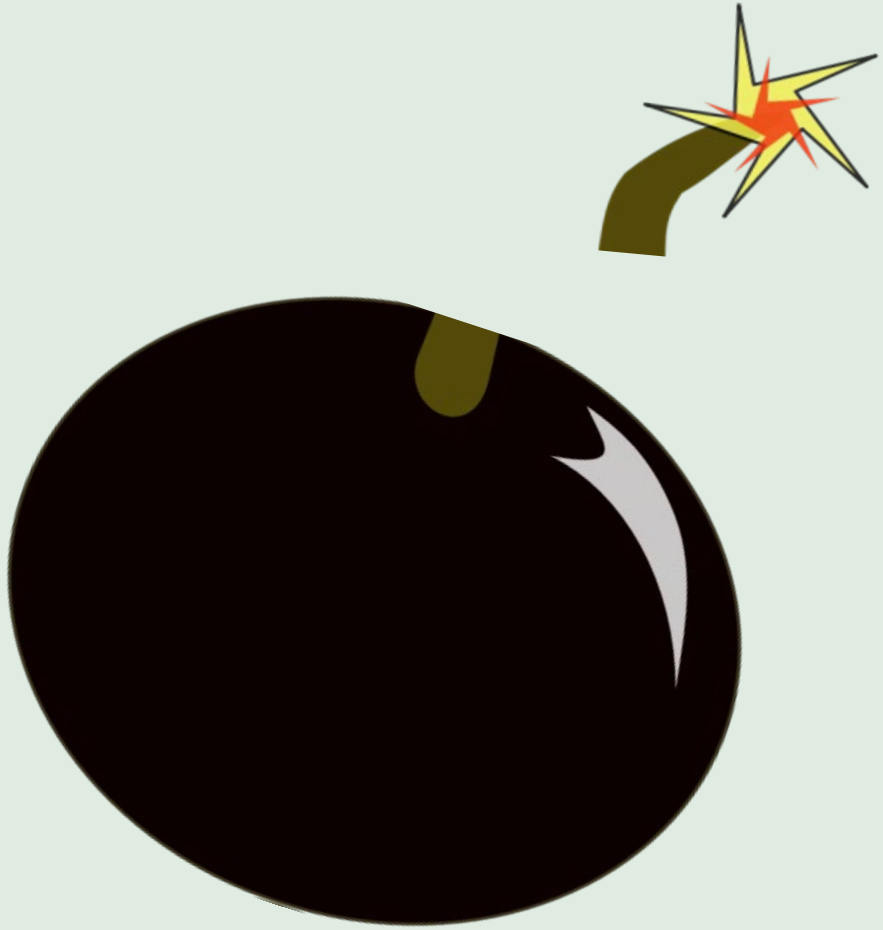
Conflict Management
Long-term and Solution Needed

Conflict Management relies on 4 basic principles.

Principle #1: High Emotions

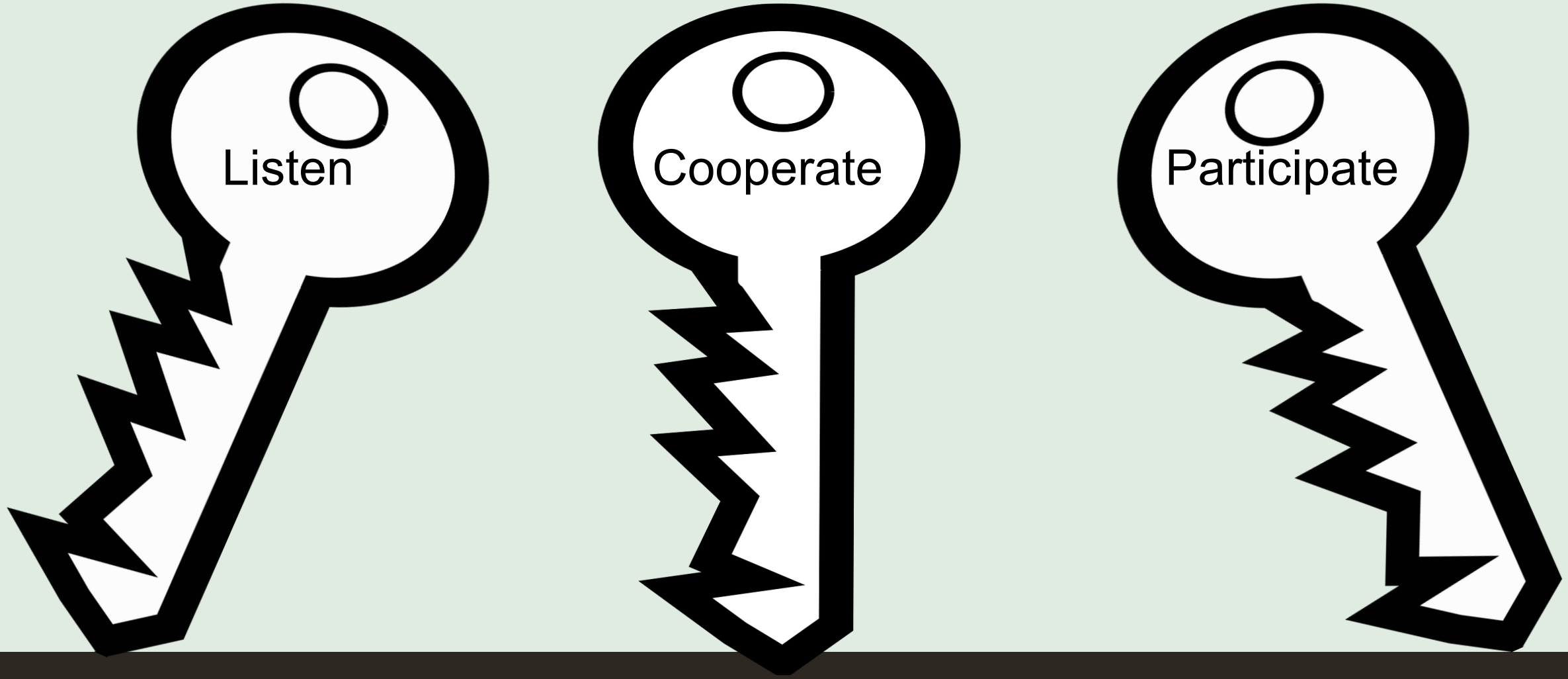


Principle #2: Diffuse



Principle #3: Negotiation

Principle #4: Respond Constructively



"Cooperation isn't the absence of conflict but the means of managing conflict."

-Deborah Tannen, American Author and Professor of linguistics at Georgetown University

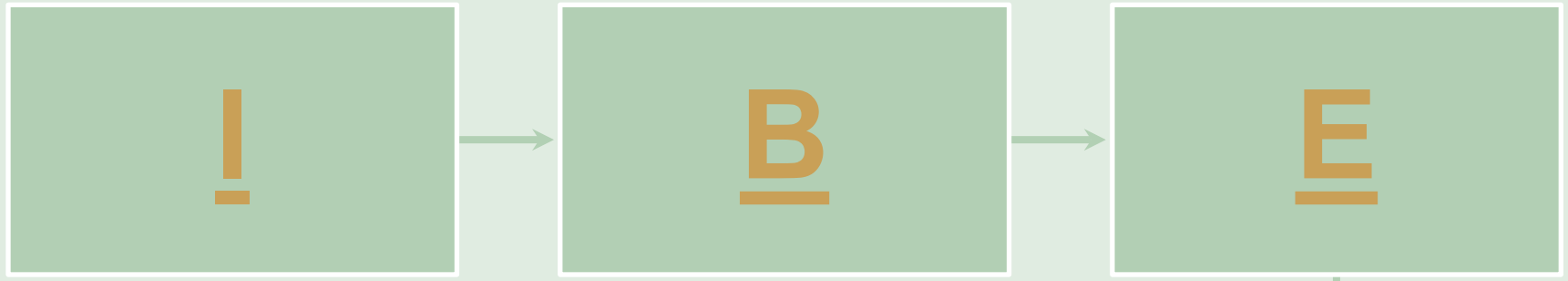
Guidelines to Conflict Management

When conflicts cannot be resolved on their own, the conflict management process can lead to win-win solutions.

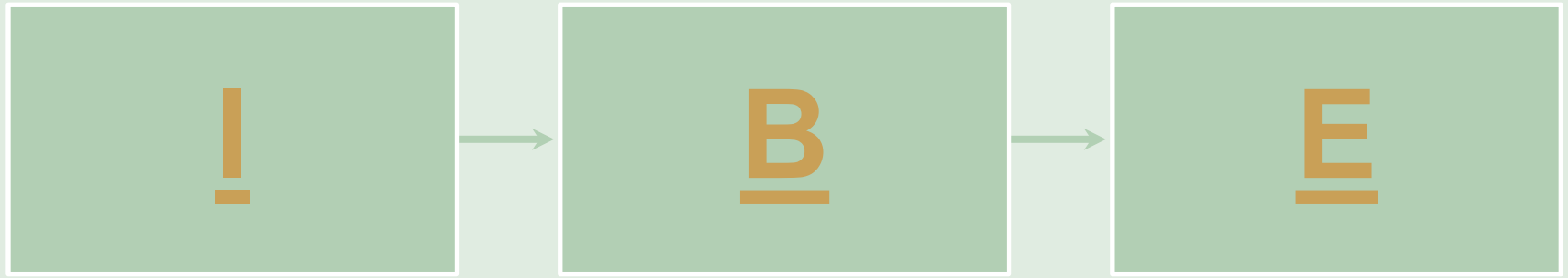
6 Steps to the “Win-Win” Management Solution

Click on each letter in the correct order to learn what each mean and the correct order to follow:

1st Part



2nd Part



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1. Identify the exact problem or issue

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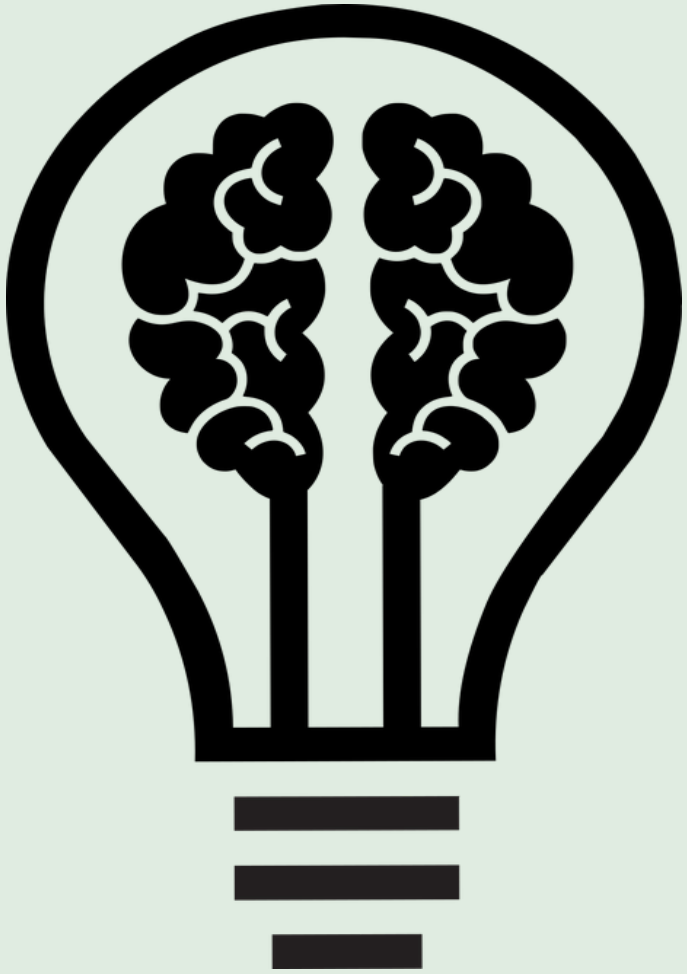
2. Brainstorm all possible solutions



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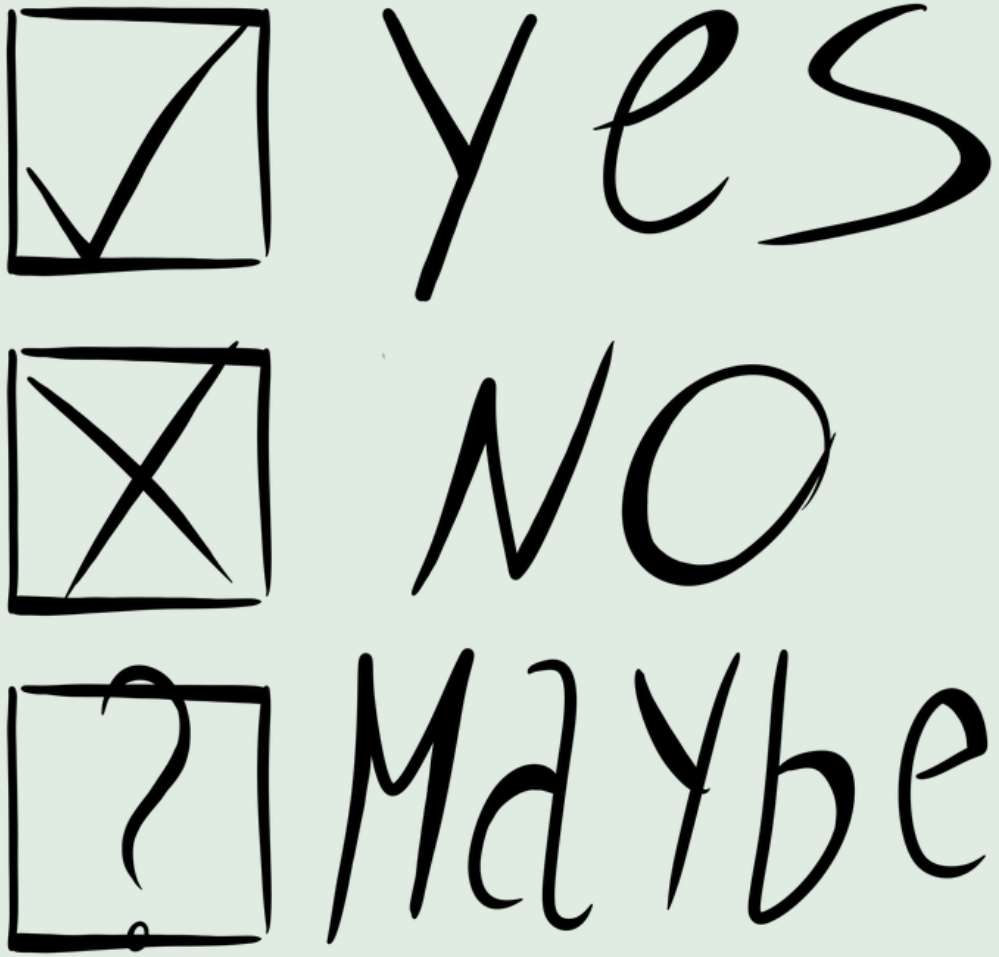
3. Evaluate all solutions presented



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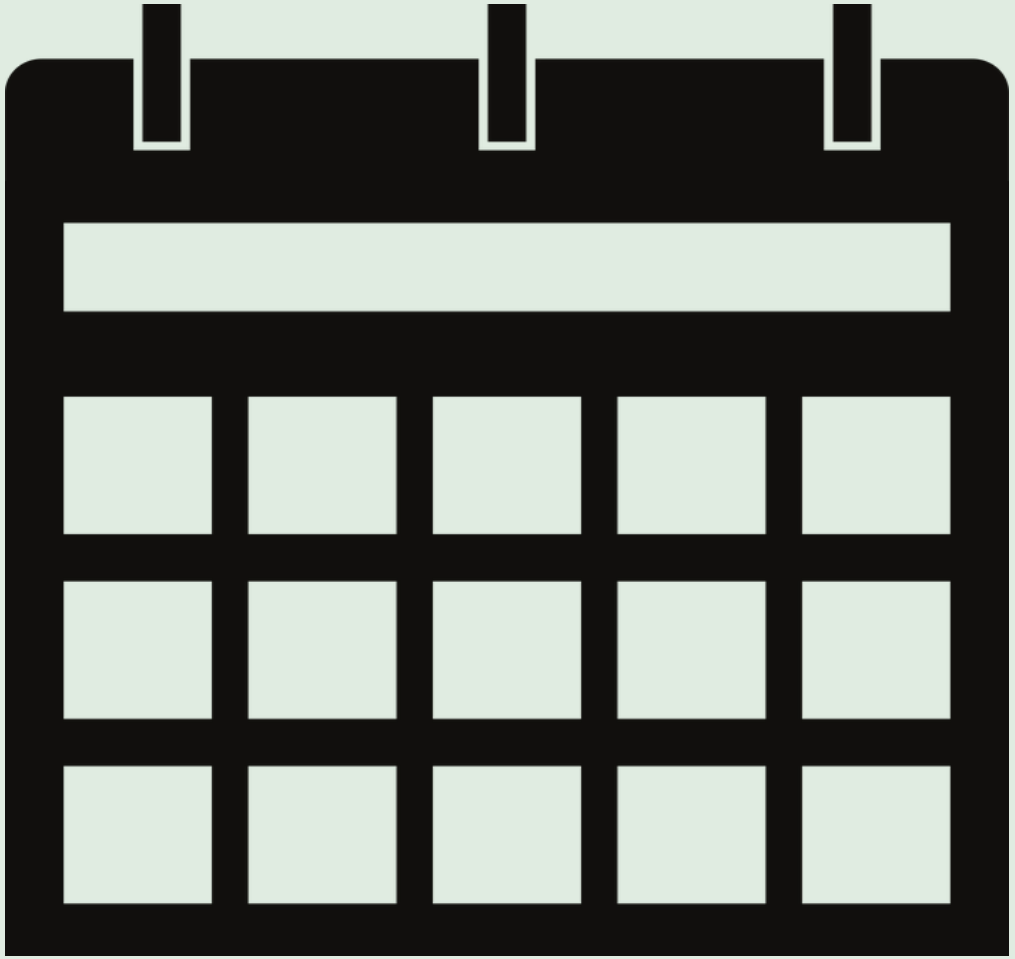
4. Implement the solution or action plan



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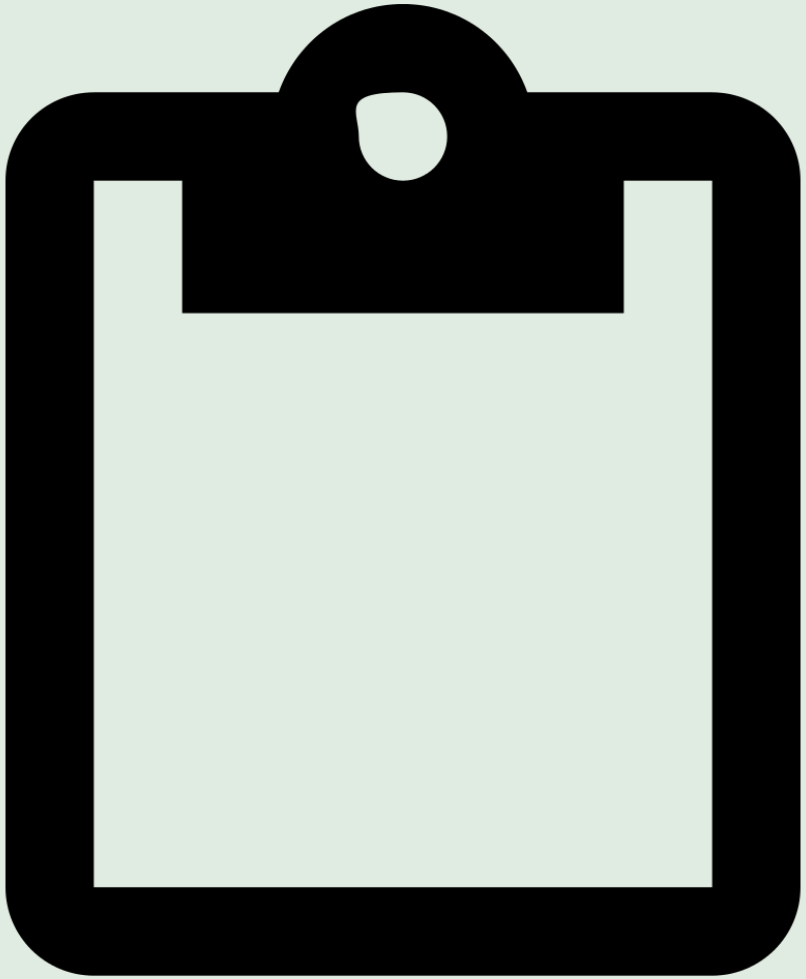
5. Begin the evaluation plan



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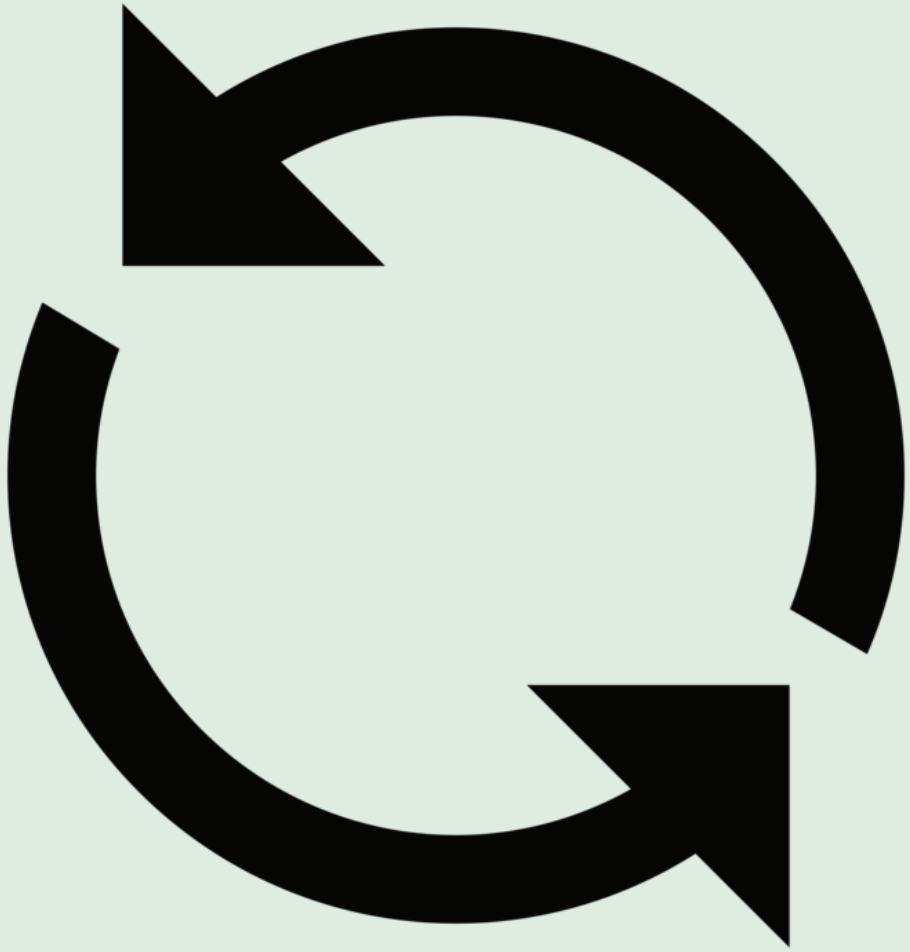
6. Explore reactions about the process



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Let’s Practice

Wrap-Up

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Any Questions?