

The background features several thick, wavy, overlapping bands of color. At the top, there are shades of orange and yellow. Below these, there are bands of red and maroon. The bands are separated by thin white lines, creating a sense of movement and depth. The overall composition is dynamic and modern.

Conflict Resolution

Moving Beyond Avoidance

Conflict is any interaction between people in which people do not agree or are working towards different objectives.

**Unrealistic
Expectations**

What causes conflict?

**Personal Life
Changes**

**Being
Overworked**

Boredom

Differing Values

**Personality
Differences**

**Bad Policies
/Procedures**

Stress

**Difficult
Patrons**

Burnout

**Unkept
Promises**

Poor

Communication

Think about it!

Conflict is **inevitable**



Think about it!

Conflict is **inevitable**

Conflict can be
productive





Conflict Management Styles

How we deal with things that trouble us

Avoiding

Deliberate inaction in the face of conflict

- *This is a very common response*
- *Not a healthy response*
- *Problems are never solved*
- *Stress continues to build*
- *Trust is lost*

Accommodating

Giving in to a demand to avoid conflict

- *Just want the conflict to end*
- *Can be useful if a demand is reasonable*
- *Giving in to unreasonable demands is bad for everyone*

Competing

Argument and lack of willingness to come to agreement

- *Me vs. You*
- *Everyone assumes they are right*
- *Not willing to change positions*
- *Someone is always dissatisfied*

Compromising

One party gives some concessions to another's demands

- *Creates some trust between people*
- *Need to be careful that you don't compromise too much*



Collaborating

Both parties work together to find a solution

- *This is very difficult but it is the most effective conflict resolution strategy*
- *Both people work together*
- *Solution works for everyone*
- *Everyone compromises a little*



Conflict Resolution Strategies

What to do when things go bad



Define the problem and find the source

What is really going on?

- *Conflict is rarely about the thing that ends up at the surface*
- *Ask why the conflict is happening until you find the real problem*
- *Don't just react to the immediate situation*



Commit to open and honest communication

Say the things that need to be said but be kind

- *Don't sugarcoat or downplay a problem*
- *Coach on the behavior that you expect*
- *Work from a positive perspective*



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- **Think before you speak**



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- *Think before you speak*
- ***Talk to someone that can do something about your problem***

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- *Think before you speak*
- *Talk to someone that can do something about your problem*
- ***Respond to open communication positively and do not assume the worst when someone corrects you***

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- *Think before you speak*
- *Talk to someone that can do something about your problem*
- Respond to open communication positively and do not assume the worst when someone corrects you
- **Take responsibility for your part in the conflict**



Recognize and manage stressful reactions

What to do when someone responds negatively

- *It is common for people to react with **hostility** or **anger***
 - *focus on the problem not the person*
 - *take a break from the conversation*
 - *get help*

Recognize and manage stressful reactions

What to do when someone responds negatively

- *It is common for people to react with **hostility** or **anger***
 - *focus on the problem not the person*
 - *take a break from the conversation*
 - *get help*
- *Some people may **not take responsibility** for their actions or **deny** that anything happened*
 - *focus on the facts*

Recognize and manage stressful reactions

What to do when someone responds negatively

- *Some people may show **self-pity** or genuinely be **upset** at themselves*
 - *let people know that you are there to help them*
 - *focus on the issue not the person*
 - *provide examples of things they can do to improve*
 - *be encouraging*

Recognize and manage stressful reactions

What to do when someone responds negatively

- Some people may show **self-pity** or genuinely be **upset** at themselves
 - let people know that you are there to help them
 - focus on the issue not the person
 - provide examples of things they can do to improve
 - be encouraging
- Some people may just be **indifferent** to what you are saying
 - focus on the facts of the situation
 - don't give up
 - tell them how their behavior is affecting you or others



Recognize and manage stressful reactions

Remember that you are not alone.

Reach out to co-workers, supervisors and administrators to help you work through conflict situations when needed.



Manage the hard conversations in a positive way

- Be clear about the reason you are having the conversation
- Use I statements and be specific
- Describe what you know about the situation
- Talk about the impact of their behavior
- Ask for and listen to their response
- Repeat their position to verify understanding
- Collaborate to find a solution



Manage the hard conversations in a positive way

Some useful statements

- I am feeling that X. What can we do to fix that?
- I understand that X. Can you help me understand?
- I noticed X. Is everything okay?
- What does a positive outcome look like to you?
- What have we not considered?
- What if we try X. Would that help you?

Conflict Dos and Don'ts

Do

- find a private, neutral space
- let each person speak, uninterrupted
- acknowledge emotions
- use 'I' statements
- focus on the behavior
- pay attention to body language
- be positive and constructive

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- find a private, neutral space
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- acknowledge emotions
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- pay attention to body language
- be positive and constructive

Don't

- put it off
- react emotionally
- dwell on the past
- be defensive
- point fingers



You Can Do It!

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