

People Management & Conflict Resolution

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Activity One:



Find a partner of equal height and of approximately equal strength

What is CONFLICT?

“An opposition of opinions or purposes that may cause mental strife”

- Fight
- Argument
- Disagreement
- Heated Discussion

Ways people often deal with conflict

1. Avoid the conflict
2. Smooth over the situation
3. One or both parties compromise
4. Confrontation
5. Power struggle
6. Consensus

Activity Two: Self-Awareness

In groups of 4 (four) discuss the way you typically prefer to deal with conflict (from the list on the previous slide). Identify a time when you have used this strategy successfully and an example of when it has exacerbated the conflict.

Conflict Resolution strategies

1. **Isolate the facts from the emotions:**

It is easy to get caught up in the emotion of the conflict but try to stick to the facts whenever possible.

Conflict Resolution strategies

2. Task versus relationship:

Make decisions according to the rules of the organization, etc. Personal relationships and feelings should be set aside.

Conflict Resolution strategies

3. Listen more

By listening to both verbal and nonverbal messages, you can gather more information to make accurate and fair decisions

Conflict Resolution strategies

4. Try to empathize with the person

By showing empathy you are indicating that you are respectful of that individual's perception and the emotions related to the conflict

Conflict Resolution strategies

5. Don't be defensive

Clarifying decisions should be a simple process when that decision is based on facts.

The 3-step process for handling conflict

1. Remove the source of the problem
2. Change your perception of the problem
3. Use your coping resources
 - ✓ Flexibility
 - ✓ Communication
 - ✓ Problem solving

A simple fact!



90% of conflict occurs not with what was said but the tone in which it was said!

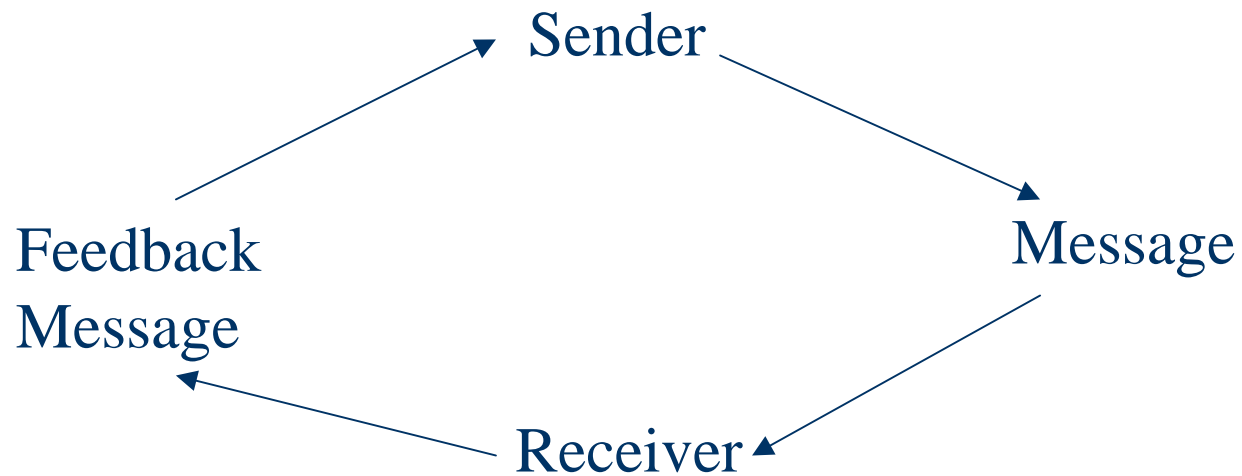
Communication: One-way or Two-way?

One Way Communication:

Sender → Message → Receiver

Communication: One-way or Two-way?

Two-Way Communication:



Barriers to effective communication

Judging:

1. Criticizing
2. Name-calling
3. Diagnosing

Barriers to effective communication

Sending Solutions:

1. Ordering
2. Threatening
3. Moralizing
4. Excessive questioning
5. Advising

Activity Three: Case-study

In pairs allocate one person to be the coach and the other person to be the athlete. Athletes need to leave the room, coaches to remain seated.

Blocking Phrases

- Ordering, directing, commanding
- Warning, threatening
- Preaching, moralizing
- Advising
- Judging, criticizing, blaming
- Interpreting, assuming
- Ridiculing, shaming

Active talking:

- Reflect meaning- respond to both the content and the feeling
- Paraphrasing-putting in different words what the other person has said
- Summarizing- identify the main themes by recapping and focusing on what is next
- If you don't understand ask!

Active listeners should:

- S face the person SQUARELY
- O adopt an OPEN posture
- L LEAN slightly toward the other person
- D be at a DISTANCE apart of about 1 metre
- E keep good EYE contact
- R try to be RELAXED

Activity Four:



Please get out of your seats and face me.



Thank you