



The Leadership Excellence Series

Resolving Conflict



Definitions

**Conflict is what you get
when two or more
people have differences,
real or perceived, that are
not resolved.**



Definitions

Conflict resolution is what we do to identify and address conflict in a mature and respectful way.



Types of Conflict

1. Contentious Personalities
2. Misunderstanding
3. Issues
4. Styles of Leadership



Methods for Resolving Conflict

1. Ignore it
2. Smooth it over
3. Force
4. Compromise
5. Collaboration



Facilitate Collaboration

1. Find the root cause.
2. Allow all parties to speak.



Facilitate Collaboration

A Word of Caution

- ▶ Do not allow emotion to consume the parties involved.
- ▶ Keep a respectful, empathetic, and caring attitude toward everyone.
- ▶ Stay away from blame and accusations.



Facilitate Collaboration

3. Encourage all parties to listen.
4. Identify areas of disagreement.
5. Identify areas of agreement.
6. Search for solutions.
7. Reach a consensus.



The Brainstorming Method

- ▶ Write down all ideas as they are generated.
- ▶ Evaluate the positive and negative aspects of each idea.
- ▶ Narrow the list to the idea that best resolves the problem.



Conclusion

*A leader must
resolve conflict!*