

WHAT IS CONFLICT?

Conflict - a serious disagreement or argument, typically a protracted one.

↑
*Lasting for a long time, longer than expected, **unusual business!***



Expect Great Things To Happen

WHAT IS RESOLUTION?

Resolution - *a firm decision **to** do or **not** to do something!*



WHAT IS CONFLICT RESOLUTION?

Conflict Resolution - is a way for two or more parties to find a *peaceful solution* to a disagreement among them. The disagreement may be business, personal, financial, political, or emotional. When a dispute arises, often the best course of action is negotiation to resolve the disagreement.



Expect Great Things To Happen

CONFLICT RESOLUTION - SELF AWARENESS

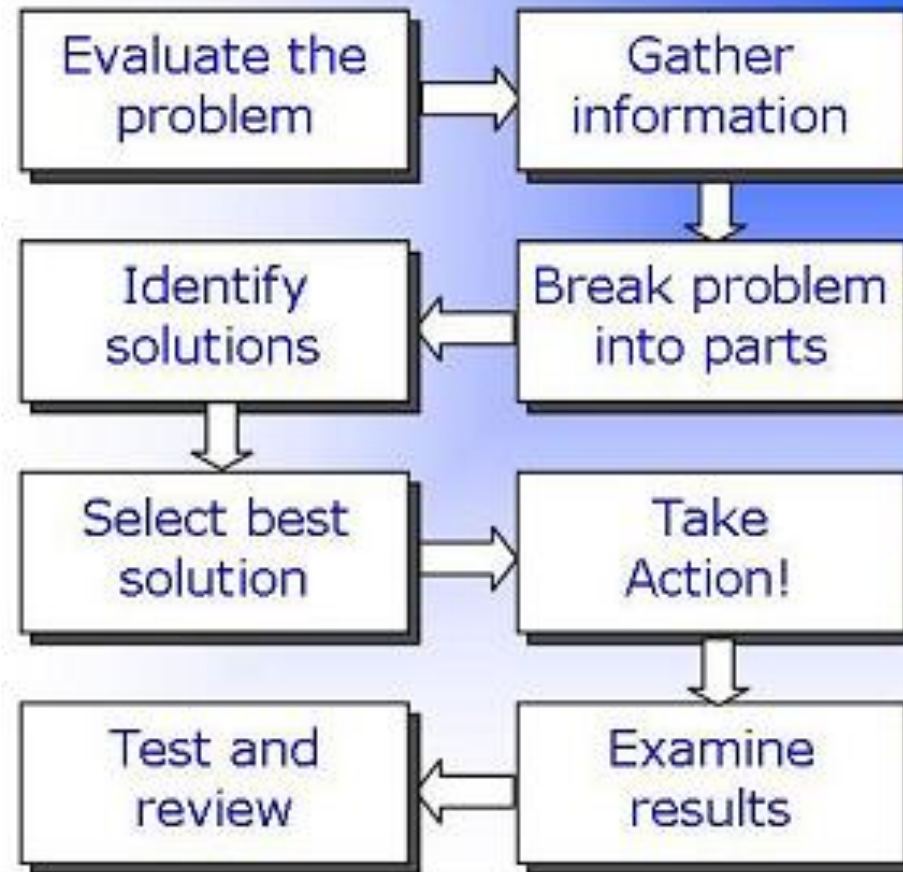
*Often conflict happens **when individuals deflect from personal accountability and ownership to projecting an expectation of solutions onto their peers/coworkers without proper communication or consent.***

WHAT ARE THE CAUSES OF CONFLICT?

What causes conflict?

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- Competition
 - Lack of respect
 - Emotions
 - Poor communication
 - Seeking power
 - Weak leadership
 - Gossip
 - Not attending required meetings
 - Absenteeism
 - Physical violence
 - Lack of understanding conflict management styles
 - Lack of openness
 - Change in leadership
 - Verbal abuse
 - Not completing work on time or to quality goals
 - Not returning phone calls or e-mails
 - Passive Aggressive Behavior
 - Not responding to requests for information
 - Hostility
 - Hoarding information that should be shared
 - Complaining
 - Finger pointing

THE STAGES OF SOLVING PROBLEMS



THE IMPACT OF CONFLICT RESOLUTION

Conflict

	Positive Consequences	Negative Consequences
1.	Opens up discussion and encourages dialogue	Decreased productivity. 85% of workforce deals with conflict / 36% daily.
2.	Fosters innovation, invites creativity, and results in positive change	Creates feelings of dissatisfaction, resentment, or anger and has resulted in personal attacks
3.	Improved solutions to problems	Contributes to insecurity and uncooperativeness
4.	Increases individual involvement and interests and better understand one another.	Sickness and absence from work

Section 1: Definition, Causes, and Consequences of Conflict

Expect Great Things To Happen

NEGOTIATION

6 steps to NEGOTIATION / MEDIATION

PERSON TO PERSON Conflict Resolution

FACILITATED Conflict Resolution

