



INNARCHIVE.COM - BACK TO BASICS

CONFLICT HANDLING

HIS FAULT

HER FAULT

THEIR FAULT

NOT ME

Conflict Handling — *“People Business 6”*

Agenda



- * Passive-aggressive behaviour
- * The areas of impact
- * The cycle
- * Self awareness
- * Communication
- * 3 hours
- * Information, assessment test, role play

Objectives

By the end of this session you will be able to:

- * Describe at least **4 conflict behaviours** including passive-aggressive
- * Discuss the **impact** of unresolved conflict on Task, Team & Individual
- * Explain how one's personal reactions and behaviour style can create a '**Conflict Cycle**'
- * Clearly demonstrate the **5 Fighting Fair steps** in a role play
- * Propose the **steps to follow** if a conflict is not resolved through the Fighting Fair framework



Ice Breaker



What's in it for you...

Skills for **work** ...



... and at **home**.

What is conflict?



Passive-Aggressive Behaviour

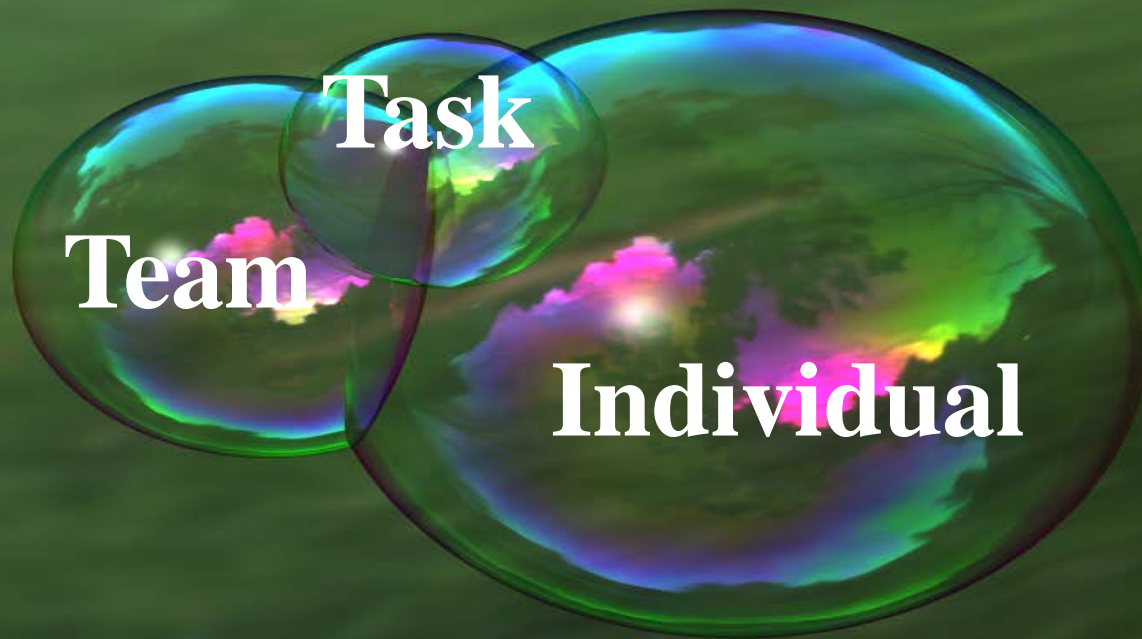
Passive-aggressive behaviour refers to **indirect resistance** to authoritative instructions.

Behaviours include:

- * Unexpressed resentment
- * Stubbornness
- * Unconscious or conscious sabotage
- * Sulking
- * 'Back-stabbing'
- * Intentional failure at doing requested tasks



The 3 Areas of Impact



Did you know?

- * 25% to 40% of a manager's daily activities are devoted to dealing with some form of conflict
- * 60-80% of all difficulties stem from strained relationships between employees (not from deficits in individual employee's skill or motivation)
- * Work related anger and conflict can result in bad temper at home, headaches, stomach aches or heart attacks

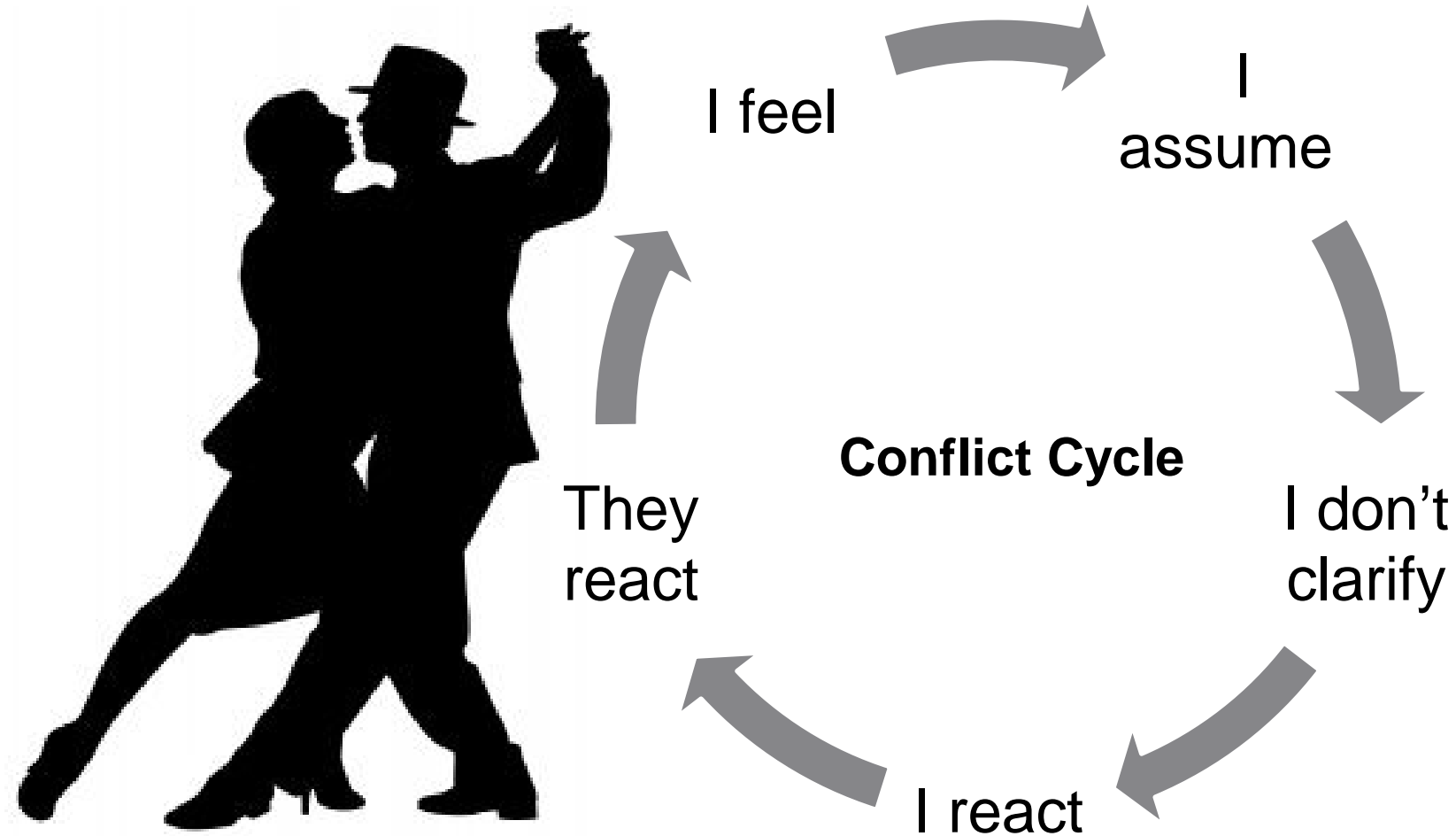


Impact on guests



Task
Team
OUR GUESTS!
Individual

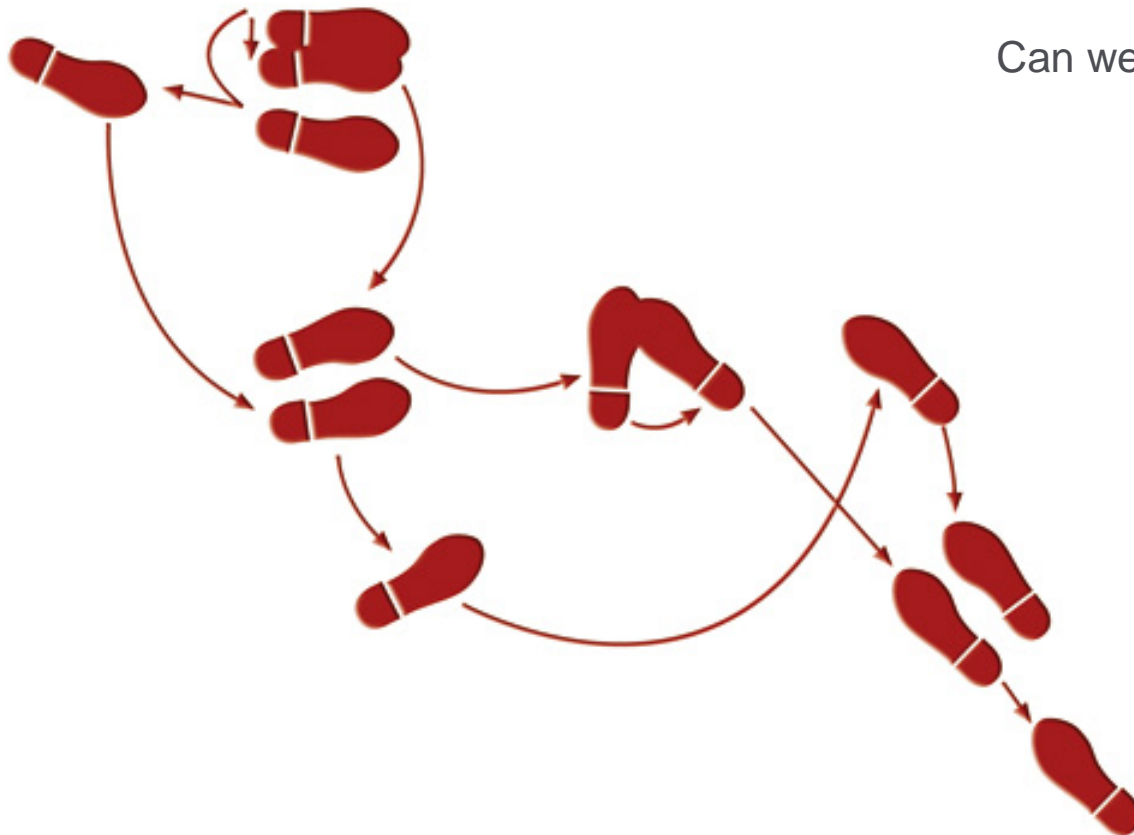
The Conflict Cycle



Two to Tango?

- * Think of a difficult person in your life.
- * What is their behaviour towards you?
- * Why do you think they treat you in that way?
- * How do you usually respond to their difficult behaviours ?

Solutions



Can we **learn** to Tango **in**
harmony?

YES!
WE MUST!



Stretch Break

The Power of Positive Thinking



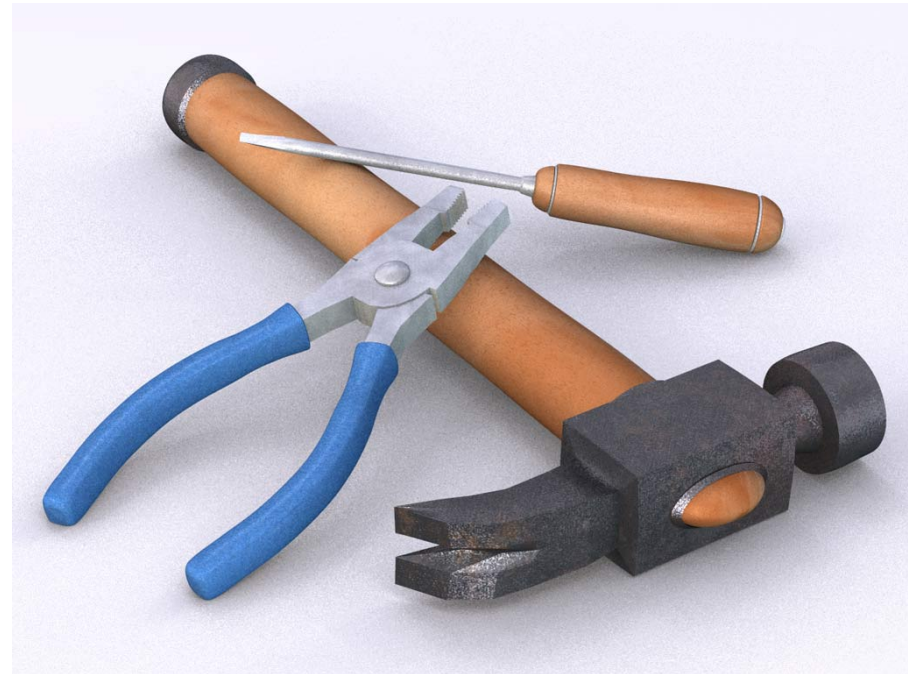
Tools for conflict resolution

Merrill-Reid Behaviour Styles Model:

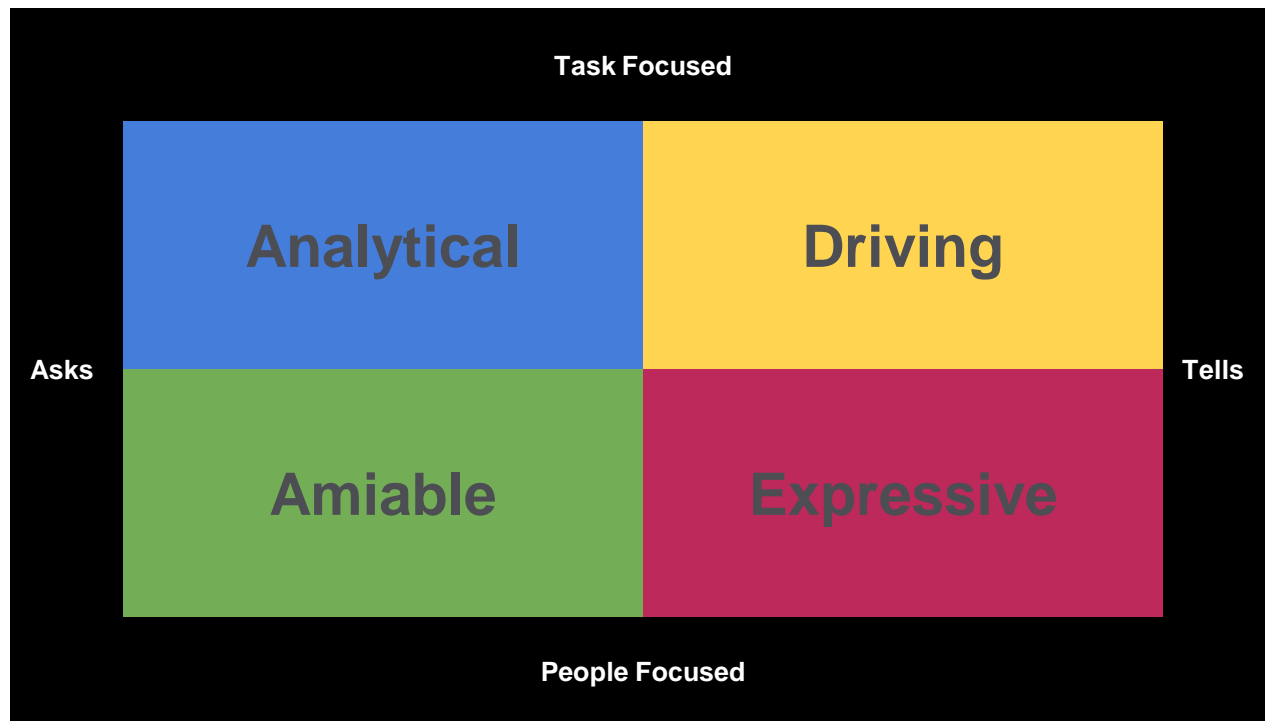
To help us **communicate more effectively** with different types of people

Fighting Fair Framework:

Logical steps to **guide difficult conversations**



Merrill-Reid Model



Your Behaviour Style

- * There is **no right answer**
- * There is **no best style** – each style has strengths and weaknesses
- * This is **not a measure** of **intelligence** or **emotional well-being**



Analytical



"I have the result of your cost-benefit analysis. You should have retired four years ago."

- * Wants to know “how” things work
- * Wants to be accurate, and to have accuracy from others
- * Values numbers, statistics and details

Analytical types **fear being embarrassed** or losing face. They also tend to be introverted and **hide their emotions** from others.

Amiable



"This is my new friend, Roger - he's a real down-to-earth kind of guy."

- * Wants to know "why?" (e.g. Why am I doing this?)
- * Wants to build relationships
- * Loves to give others support and attention
- * Values suggestions from others

Amiable types **fear losing trust** or having disagreements with others. While somewhat introverted, they also **tend to display their emotions.**

Driver



“Don’t you love the hands-free device, Mazie? You can talk, drive, put on make-up, and still have a hand left over for expressing yourself.”

- ✿ Wants to know "what" (What will this do for me/the firm?)
- ✿ Wants to save time
- ✿ Values results
- ✿ Loves being in control, in charge, doing this his/her own way

Drivers **fear giving up control**. They tend to be extroverts, but do **not like showing** their **emotions** to others.

Expressive



- * Wants to know "who" (Who else is involved; who have you worked for?)
- * Values appreciation, applause, a pat on the back
- * Loves social situations and parties
- * Likes to inspire others

Expressive types **fear being rejected**. They are extroverts and usually **show their emotions** to others.

You and your style

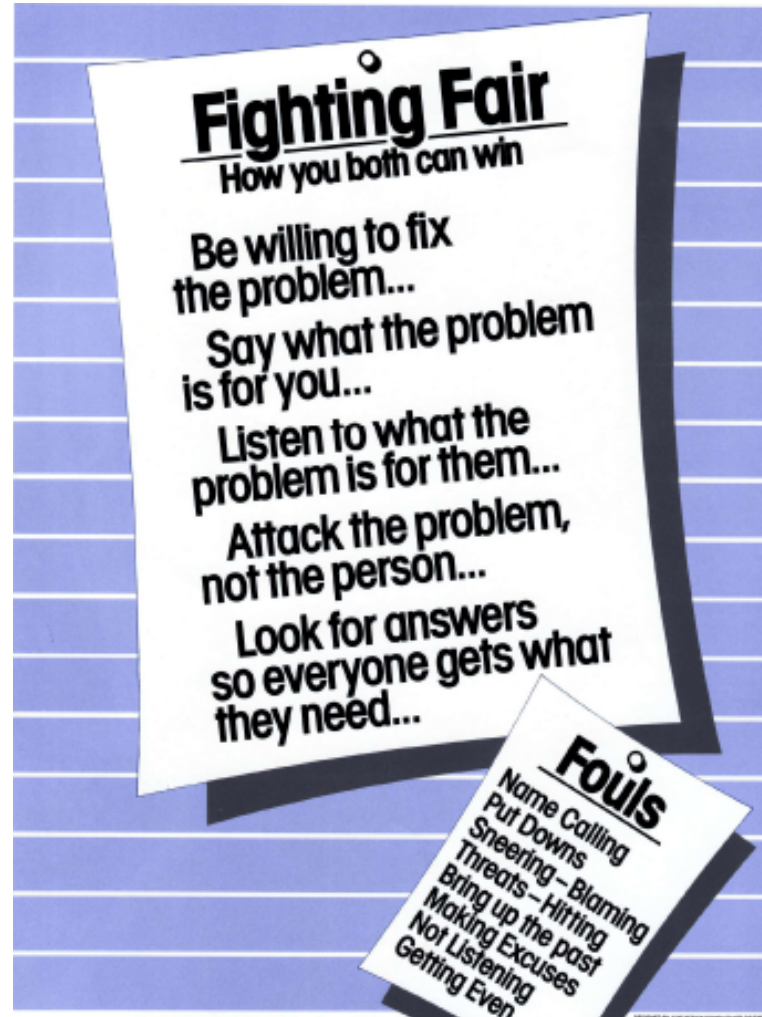


When extremes and opposites interact, there is a **great potential for misunderstanding**.
When dealing with people, it's not your style that is important – it is the **style of the people you are attempting to communicate with** that is **important**.

Making the effort



The Fighting Fair framework



Effective Phrases

“Is there anything I can do for you?”

“What do you think?”

(avoid “yes, but...”) use “yes, and..”

“Can I share something with you?”

“Can I tell you my side of the story?”

“Never-the-less ...”

“I have a problem, can you help me?”

“I may be wrong but it seems to me..”

Role Play

Mind the steps!

Step 1: **Be willing** to fix the problem.

Step 2: Say what the **problem is for you**.

Step 3: Listen to what the **problem is for them**.

Step 4: **Attack the problem**, not the person.

Step 5: Look for **answers** so everyone gets what they need.

Fighting Fair – Did it work?



Avoiding Conflict Resolution?

- * Hearing something **we don't want to hear** about ourselves
- * We might **not get the result we want**
- * We fear **things** could get **worse**
- * We are **too proud** to say 'I'm sorry'
- * We **feel too angry** at the person
- * We **don't know the right words** to say
- * "I'm not the boss!" we think our **manager should resolve**
- * Conflicts between **team** members
- * The conflict could be **with our manager**



Quiz Show



Action Plan

Action point	By when



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thank  You