



Manage Conflict



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By the end of the Power Hour you will be able to:

- Identify the most common causes of conflict
- Describe a process for resolving conflict
- Explain the skills needed for effective conflict resolution.









Five Steps to Conflict Resolution: ADORE

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Acknowledge that the conflict exists

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• Describe the differences (make it tangible)

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 Obtain clarification about the issues AND each other's perspective

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Reduce defensiveness (take the emotion away)

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Explore options/solutions



Resolving Conflict

1. Stop the immediate conflict (argument, etc.)



2. Find an acceptable solution



Conflict Resolution Skills

Deal with the emotional reaction before attempting to solve the problem

Avoid behaviour that heightens adverse emotional reactions

Employ behaviours likely to reduce adverse emotional reactions

Recognise differences between emotions

Attempt to find a solution to the underlying problem

Learn to 'actively accept' reality.



Make it Work at Work

What are you going to **DO** as a result of this Power Hour Session?







Thank You & Good Luck