


# **SUCCESSFULLY MANAGING CONFLICT & CHALLENGING CONVERSATIONS**

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## **CONFLICT SITUATIONS**

**The situations in which the concerns of  
two people appear to be incompatible.**



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## OBJECTIVES

- Dare to Disagree – Ted Talk
- Explore root causes of conflict & behaviors during conflict
- Self Awareness & Emotion
- Review tools to prepare for challenging conversations



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## DARE TO DISAGREE – MARGARET HEFFERNAN

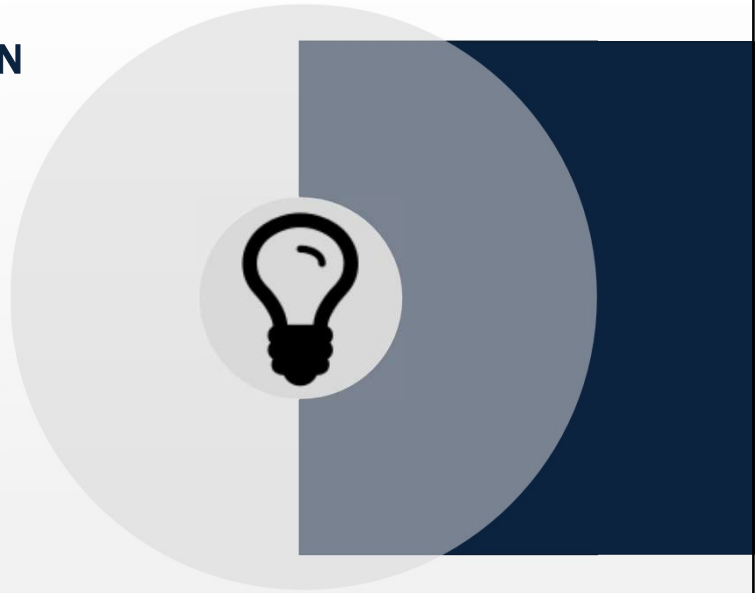


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## USE THE CHAT BOX- 5 MIN

- What spoke to you in Margaret's TED Talk?
- How did it help you to better understand conflict?



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## A Picture is Worth a Thousand Words



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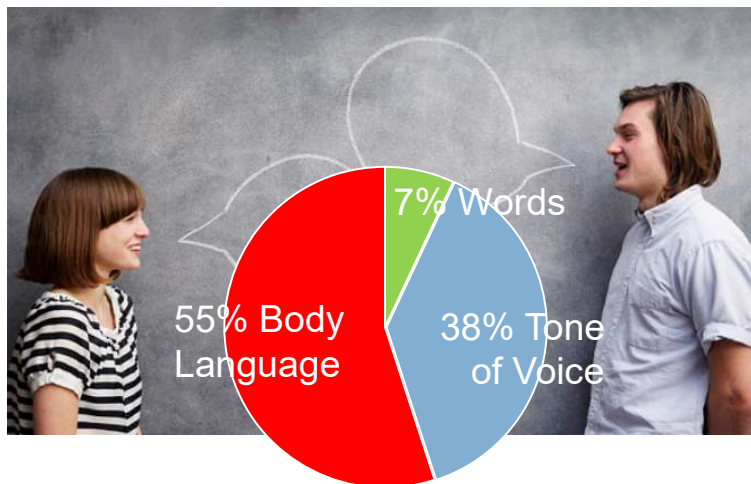
## 8 Causes of Conflict (Art Bell & Brett Hart)

1. Conflicting resources.
2. Conflicting styles.
3. Conflicting perceptions.
4. Conflicting goals.
5. Conflicting pressures.
6. Conflicting roles.
7. Different personal values.
8. Unpredictable policies.



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## AWARENESS



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## CONFLICT SITUATIONS – THOMAS KILMANN

A person's behavior can be described to be on two dimensions:

1. Assertiveness - attempt to satisfy own concerns.
2. Cooperativeness - Attempt to satisfy the other concerns.



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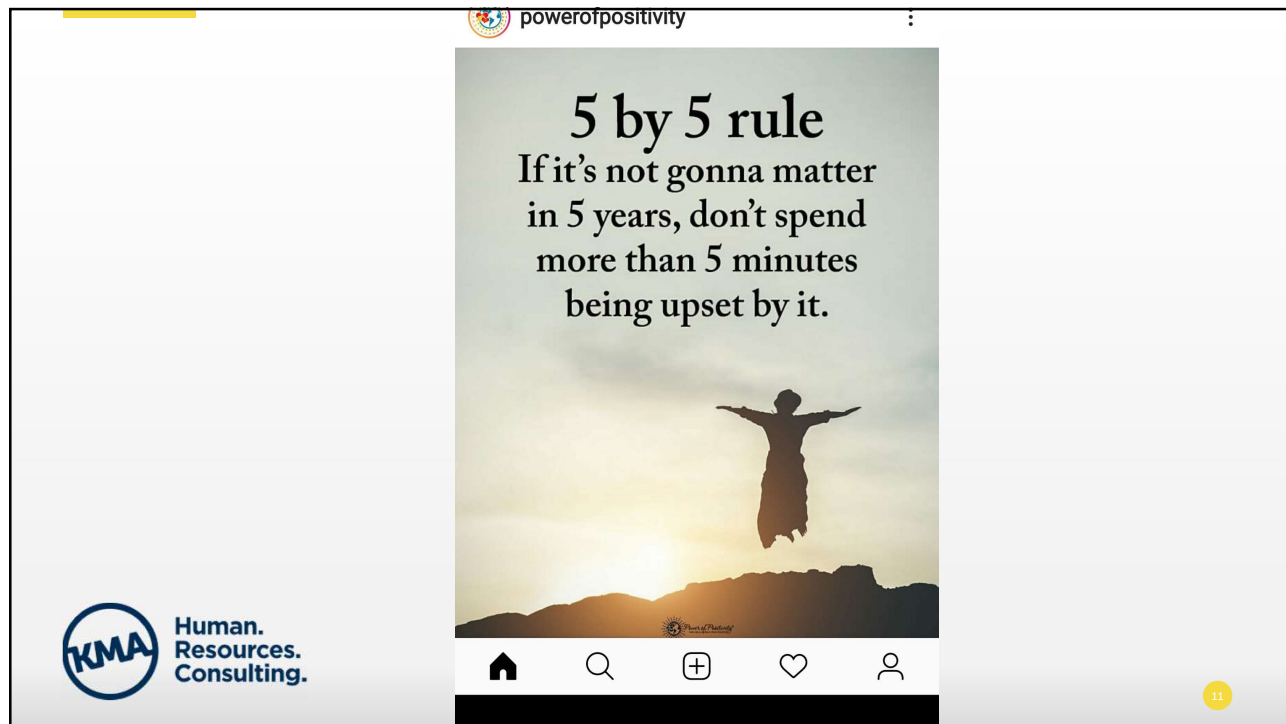
## CONFLICT HANDLING MODES – THOMAS KILMANN

1. Competing
2. Collaborating
3. Compromising
4. Avoiding
5. Accommodating

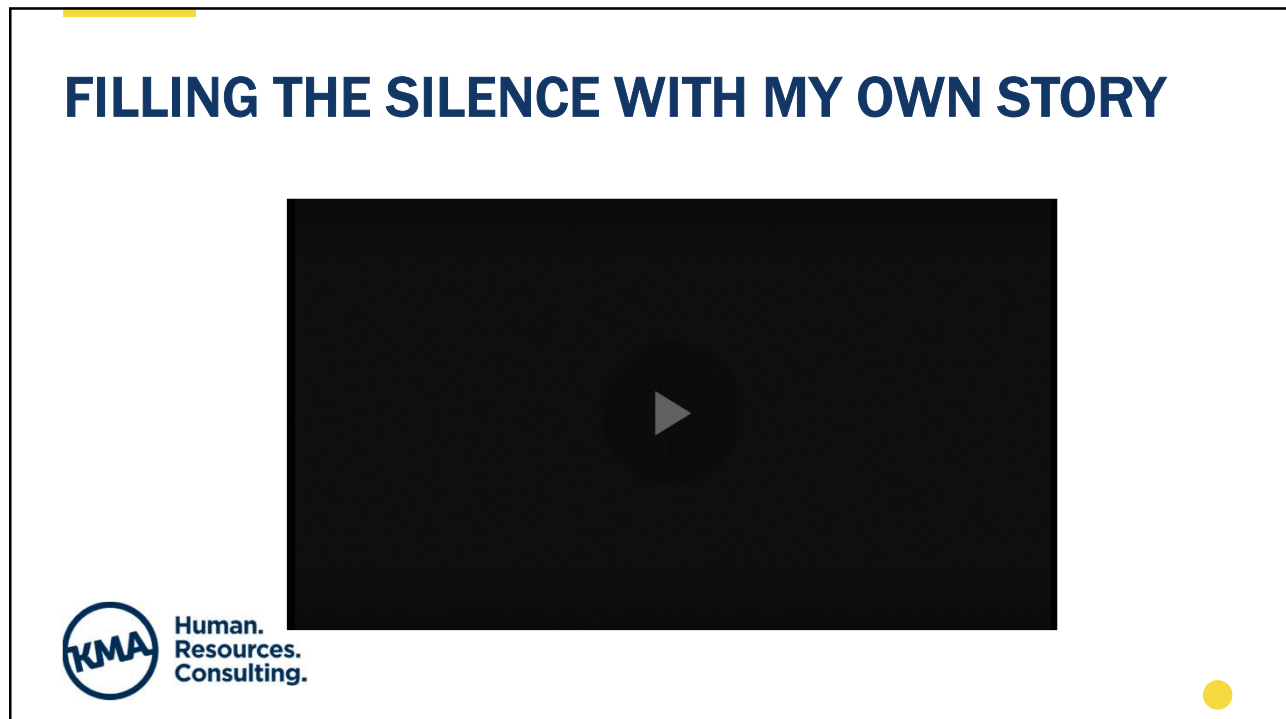


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## RISKS OF AVOIDING-DELAYING



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## BUILDING BLOCKS OF TRUST

Be true to your word and follow through with your actions

Learn how to communicate effectively

Take the time to build and earn trust

Take time to make decisions and think before acting too quickly

Value the relationship you have-don't take for granted

Develop your team skills and participate openly

Always be honest

Help people whenever you can

Don't hide your feelings

Don't always self promote

Do what you believe to be right

Admit your mistakes

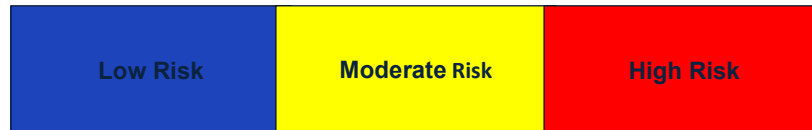
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## NOT ALL CONVERSATIONS ARE EQUAL



Assess your level of risk



Low Risk

Moderate Risk

High Risk

I can effectively  
manage this  
conversation

I need to call for  
expert help.



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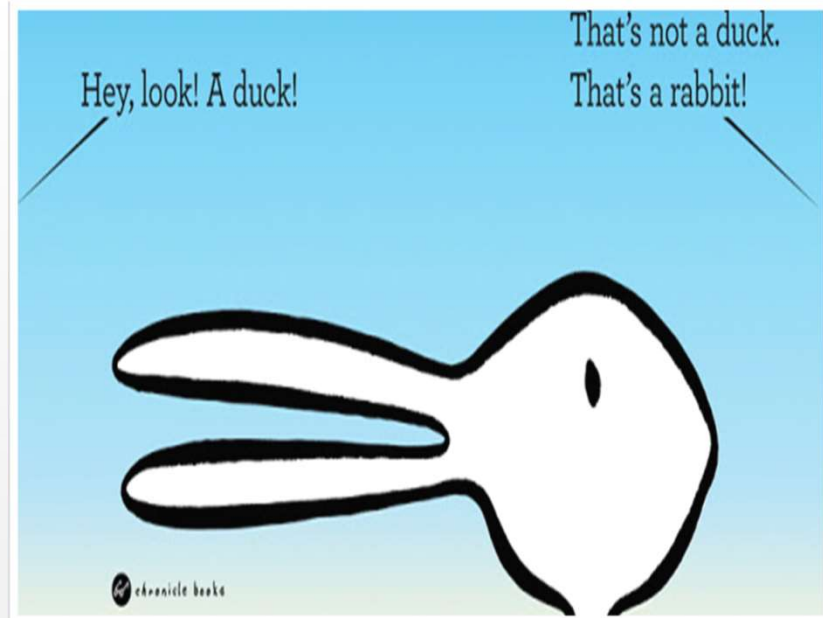
## Tools

CALM Model

Feedback

BICE Conversation  
Planner

Check in Sheet



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# QUESTIONS & THANK YOU!

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