



Conflict solving

Conflict management

FIVE CONFLICT MANAGEMENT STRATEGIES

- **Accommodating**
- **Avoiding**
- **Collaborating**
- **Compromising**
- **Competing**

The **accommodating strategy** essentially entails giving the opposing side what it wants.

The use of accommodation often occurs when one of the parties wishes to keep the peace or perceives the issue as minor.

For example, a business that requires formal dress may institute a "casual Friday" policy as a low-stakes means of keeping the peace with the rank and file. Employees who use accommodation as a primary conflict management strategy, however, may keep track and develop resentment.

The avoidance strategy seeks to put off conflict indefinitely. By delaying or ignoring the conflict, the avoider hopes the problem resolves itself without a confrontation.

Those who actively avoid conflict frequently have low esteem or hold a position of low power. In some circumstances, avoiding can serve as a profitable conflict management strategy, such as after the dismissal of a popular but unproductive employee. The hiring of a more productive replacement for the position soothes much of the conflict

Collaboration works by integrating ideas set out by multiple people.

The object is to find a creative solution acceptable to everyone.

Collaboration, though useful, calls for a significant time commitment not appropriate to all conflicts.

For example, a business owner should work collaboratively with the manager to establish policies, but collaborative decision-making regarding office supplies wastes time better spent on other activities.

The compromising strategy typically calls for both sides of a conflict to give up elements of their position in order to establish an acceptable, if not agreeable, solution.

This strategy prevails most often in conflicts where the parties hold approximately equivalent power.

Business owners frequently employ compromise during contract negotiations with other businesses when each party stands to lose something valuable, such as a customer or necessary service.

Competition operates as a zero-sum game, in which one side wins and other loses. Highly assertive personalities often fall back on competition as a conflict management strategy.

The competitive strategy works best in a limited number of conflicts, such as emergency situations. In general, business owners benefit from holding the competitive strategy in reserve for crisis situations and decisions that generate ill-will, such as pay cuts or layoffs.

TYPES OF CONFLICT RESOLUTION TECHNIQUES

- Cool cucumber
- Handling hotheads
- No nonsense approach
- Mediator

The Cool Cucumber

This type of conflict resolution technique relies on heavy training beforehand. It is also helpful if the person employing this technique has a naturally calm disposition and doesn't easily get upset.

When faced with employees having a heated discussion or if a problem is severe, the cool cucumber maintains her calm, and her behavior influences the entire situation.

It is very difficult for others to keep arguing when someone who is maintaining her calm is present. This calm behavior leads to a natural cooling of the event.

Handling Hotheads

Handling hotheads relies partially on the cool cucumber technique, as well as knowing how to diffuse a situation. Some techniques employ cracking a joke to break the tension in the room and create some breathing space for the participants in the argument.

Other techniques for handling hotheads include allowing the person to voice his opinions and then repeating back what was said. This helps the irate person. He knows he is being heard and understood, and this will help diffuse his anger.

No Nonsense Approach

The no nonsense approach is a technique that is typically employed when dealing with a situation that has been blown out of proportion or with employees who may naturally tend towards being whiny.

This approach is basically a "knock it off" sharp approach that reminds employees where they are and that their behavior will not be tolerated. It should not be used in serious situations or with employees who will escalate the argument.

The Mediator

The mediating technique relies on hearing both sides of an argument and helping both people find common ground.

It works best on medium level arguments or disagreements that have not yet escalated to the point where tempers have been lost.

The mediator takes each party aside, listens to the complaints and then forms a solution that will be acceptable to both parties.

The majority of office and workplace conflicts can be dealt with in this manner.



THANK YOU FOR YOUR ATTENTION