

Conflict Resolution

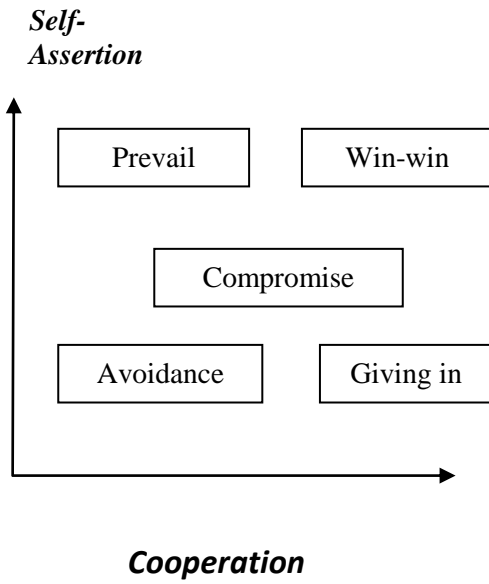
Kinds of conflict

The worst team conflict:

Great ways to generate conflict:

Reasons for conflict

Outcomes of Conflict Resolution



What makes conflict productive?

Models of conflict resolution

A. The role of the leader

In case of conflict, the first question a leader should ask himself, is:

Am I part of the conflict?

He may not be objective, so he may repeat his question to the conflicting parties.

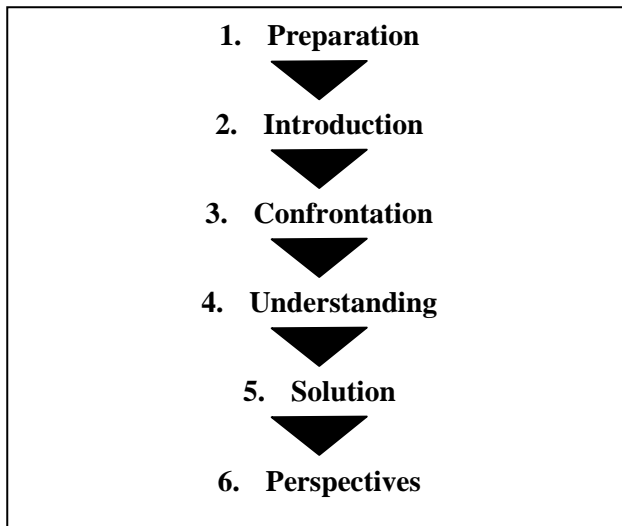
If the leader is part of the conflict, his task becomes more difficult, because he may confuse his leadership role with his role in the conflict. If the leader is part of the conflict, he can not act as the facilitator or mediator. He either has to find somebody else from within the team or from the outside to do this or he has to be part of a conflict resolution without an objective partner.

If the leader is pretty sure, that he is not part of the conflict, then he should ask the conflicting parties to solve the problem on their own, by spending time to figure this out. He may give them some ideas, how to do this.

If this does not help, he can start a conflict resolution process.

B. Conflict resolution process

The facilitator of a conflict between two parties can use the following process:



1. Preparation

2. Introduction

3. Confrontation

4. Understanding

5. Solution

6. Perspectives