

Conflict Management

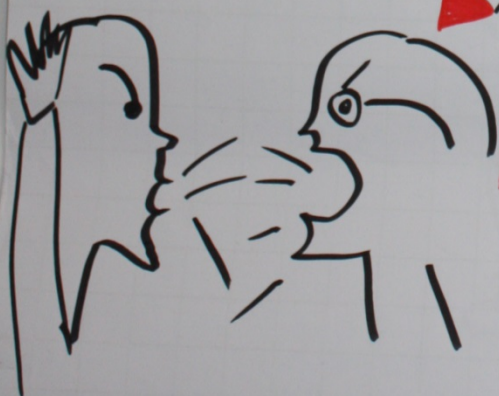
Coping with conflicts at work

▶ Introduction

▶ Signs of conflicts

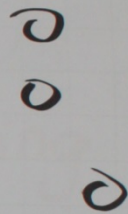
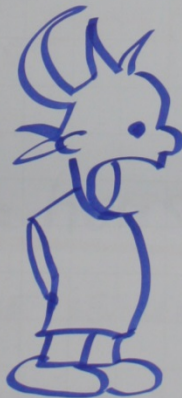
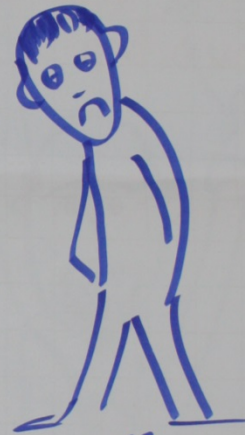
▶ causes of conflicts

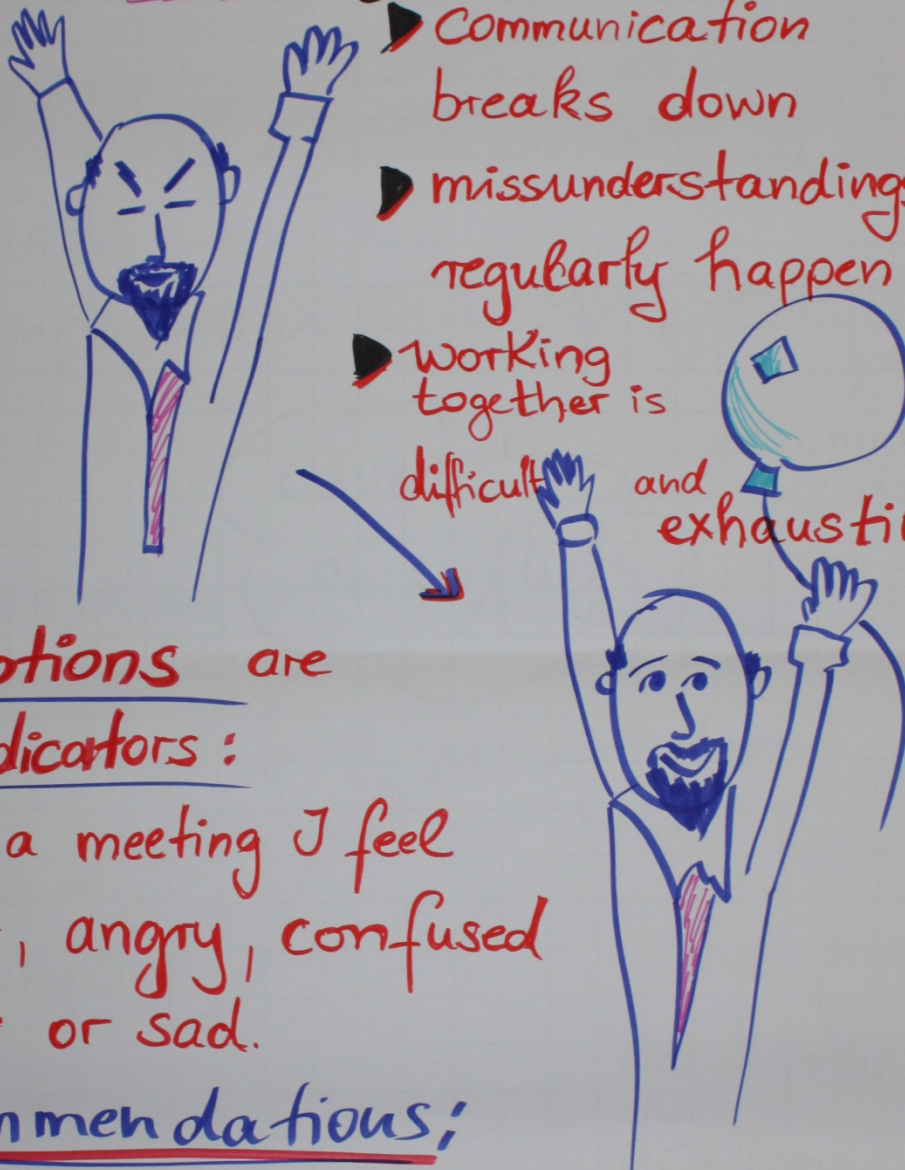
▶ recommendations



▶ offers and services
of the conflict
resolution (unit)/office

What's in your mind
when you hear conflict
- typical associations?





Signs

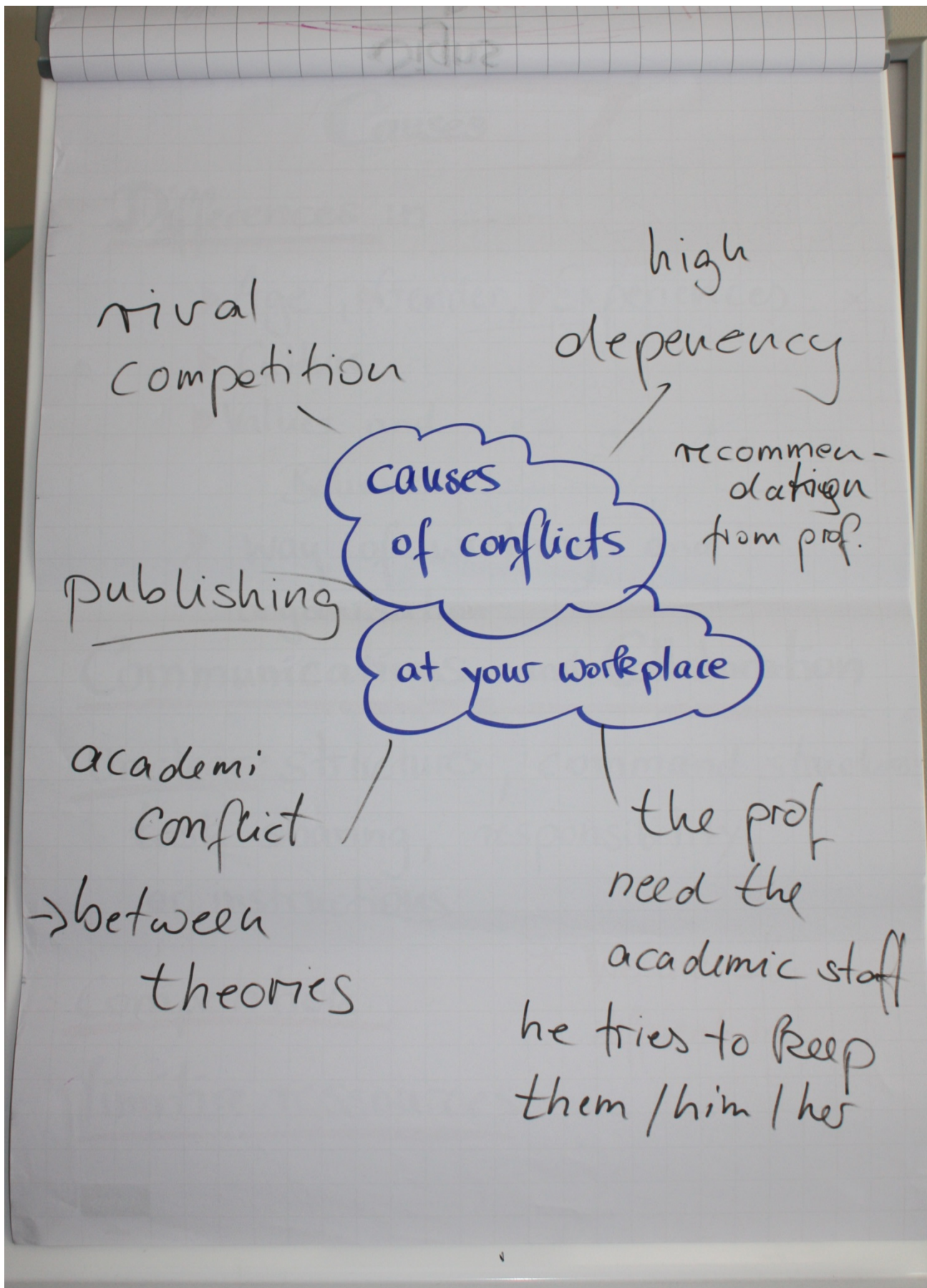
- ▶ Communication breaks down
- ▶ misunderstandings regularly happen
- ▶ working together is difficult and exhausting

Emotions are indicators:

- ▶ after a meeting I feel upset, angry, confused hurt or sad.

Recommendations:

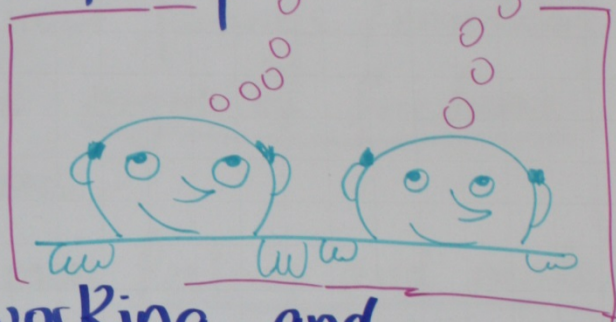
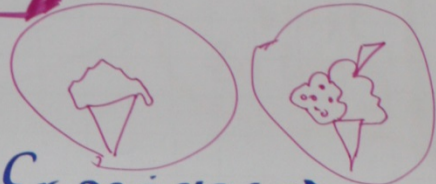
- ▶ reflect your issue and your need.
- ▶ express your need and asked questions to understand the situation
- ▶ clarify if your need could be met.



Causes ...

Differences in ...

- ▶ Age , ▶ Gender, ▶ Experiences *
- ▶ Culture
- ▶ Values and Believes
- ▶ Way of working and organisation



Communications and Collaboration

Unclear: structures, command structures
task sharing, responsibility
or instructions

Competition

limitive ressources

* We are all
different in

Recommendations

Don't wait too long!

- ▶ Recognize your feelings / emotions
- ▶ Consider the signs of frictions and dissensions.
- ▶ Reflect your own feeling and needs.
- ▶ Analyse the situation, when is a good time to clarify etc.
- ▶ Contact the other person and asked for example: "Did I understand you correctly, that you said ..."
- ▶ Discuss the issue, not the relationship. |
- ▶ Repeating what you've heard or understand/stood. The facts and circumstances

The conflict Resolution Office

organizes mediation:



it offers:

- ▶ confidential independent advising for all staff and managers
- ▶ open-ended and neutral advice
- ▶ can moderate conflict resolution dialog
- ▶ provide individual consultations in dealing with conflicts) / help clarify the situation
- ▶ offers preventative strategies and support.

Four steps

- ▶ Observations :
Describe (ober) observabel behaviors
- ▶ Speak about yourself, your feeling without criticism
- ▶ Describe your need.
- ▶ Express requests not demands.