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?
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**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 ask questions to understand the situation.
- Clarify if your need could be met.
The causes of conflicts at your workplace are:

- High dependency
- Recommendation from prof.
- Need the academic staff
- He tries to keep them / him / her
- Between theories
- Academic conflict
- Publishing

Other causes:

- Rival competition
- Workload
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„Conflict Management: Coping with conflicts at work“

Causes...

Differences in...
- Age
- Gender
- Experiences
- Culture
- Values and Beliefs
- Way of working and organisation

Communications and Collaboration

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

Competition

* We are all different in limited resources
Recommendations

- 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

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Four steps

- Observations:
  - Describe (obey) observable behaviors

- Speak about yourself, your feeling without criticism

- Describe your need.

- Express requests not demands.