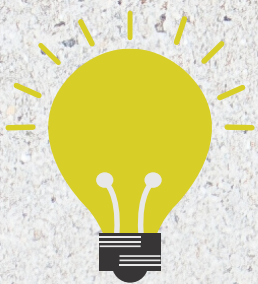


Conflict Management

WHAT IS CONFLICT MANAGEMENT?

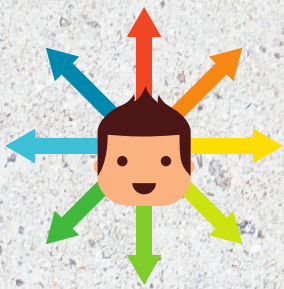
Conflict management is the process of eliminating negative components to strengthen the positive contributions of a situation or relationship.

Causes of Conflict in the Workplace



LACK OF CLARITY

Having lack of clarity with expectations or guidelines



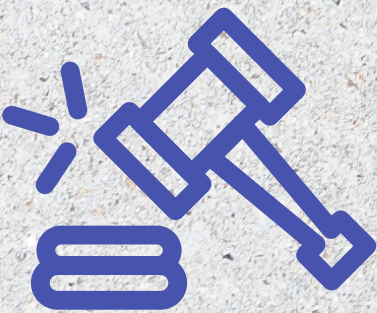
CONFLICTS OF INTERESTS

Having different viewpoints can trigger conflict



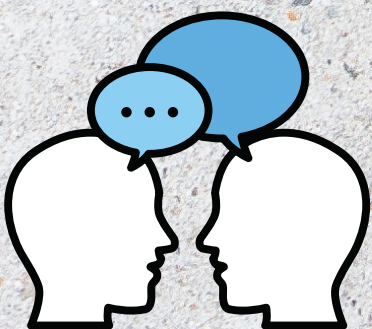
PERSONALITY DIFFERENCES

Everyone contributes different attributes and ideas to a team



LACK OF CLEAR JURISDICTION

When an employee does not clearly understand the level of authority they have.



POOR COMMUNICATION

Communication is the key to understanding

Conflict Management Styles



COLLABORATING STYLE

Within this style there is a combination of assertive and cooperative behaviors. Both sides can eventually get what they want even while working toward a common goal from different angles.

COMPETING STYLE

Those who are involved are assertive and uncooperative. This style works when you don't care about ruining a relationship. You solely are seeking to fix the problem. An example of this would be when two companies are competing to secure a new client.



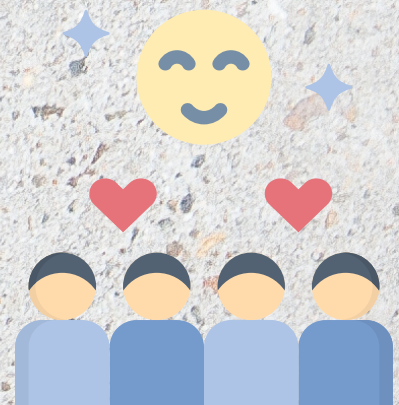
AVOIDING STYLE

Behaviors include being unassertive and uncooperative by not participating. This is best when you are trying to postpone dealing with a situation until the timing is more feasible.



ACCOMMODATING STYLE

Accommodations are made to satisfy the other person or team that is involved.



COMPROMISING STYLE

This style seeks to satisfy both parties as soon as possible and is best to use when there is limited time to resolve the conflict.

