Conflict Management Skills
Facilitator

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WELCOME
Agenda

- Welcome & Introductions
- Opening Activity
- Conflict Management Styles
- Bracketing
- Balcony & the Dance Floor
- Wrap-up & Evaluation
Conflict ???
CONFLICT

Clash
War
Contradictory
Disagreement
Competitive Action
Quarrel
Collision
Opposition
Struggle
Antagonism
Table Discussion Questions:

- Major Changes?
- Impact?
- Report back?

Conflict:
- What types of conflict will emerge?

Group Activity
How Do You Manage / Address CONFLICT?
Conflict Management Styles

Behaviors that are Focused on Others
- Uncooperative (Unreasonable)
- Cooperative (Reasonable)

Behaviors that are Focused on Self
- Assertive (Confrontive)
- Unassertive (Avoidant)

- Competing (Fighting)
- Collaborating (Mutual Problem Solving)
- Avoiding (Withdrawing)
- Accommodating (Self Sacrificing)

Compromising (Negotiating)
Bracketing
Bracketing Process

1. Hold back initial response
2. Acknowledge feelings
3. Develop “revised internal thought” process
4. Prepare to communicate
Bracketing Process

1. Hold back initial response
   - Create space to think through what’s best to do

2. Acknowledge feelings
   - What do you really want to say?
   - What would be the likely result if you responded based on your feelings?

3. Develop Revised Internal Thought Process
   - Identify positive interests and goals
   - Facts needed?
   - Systematic causes
   - Can provoker help to problem solve

4. Prepare to communicate
   - What do you really want to say?
   - Actual verbal response based on goals, values, interests
   - Action steps to problem solve
Bracketing Task

Select one scenario:

• Have a table discussion related to selected scenario

• Use the Step by Step Process

• Develop your response
Bracketing Debrief

• How was this process for you?

• Where there any challenges?

• Will this tool be useful when conflict arises?
Balcony and the Dance Floor
Balcony and the Dance Floor Process

1. Step out of the conflict
2. Describe the role of dance floor with group context
3. Describe role of balcony
4. Step back into the conflict
Balcony and the Dance Floor Process

Step out of the conflict
- Step out of a conflict to gain a “higher level” perspective

Describe the role of dance floor with group context
- Who are the Stakeholders?
- Circumstances surrounding the group
- How are you affecting or being affected by the conflict?

Describe role of balcony
- Technical / Adaptive Challenge?
- Understanding the players involved
- Where are people at?
- Listen to the song beneath the words
- Read the behavior of authority figures

Step back into the conflict
- Return to the conflict with the new information gained to problem solve and initiate change
Balcony and the Dance Floor Task

Large Group Problem Solving

• What is the conflict?
• What do you see from the balcony?
• What information is needed?
Outstanding Issues

Customer Service
Project Launch
deadline fast
approaching

Grant Funding
temporarily available

Team not functioning
Balcony and the Dance Floor Task

Large Group Problem Solving

• What is the conflict?
• What do you see from the balcony?
• What information is needed?
Balcony and the Dance Floor Process

1. Step out of the conflict
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CONFLICT

Discovery

Exploration

Discussion

Resolution

Opportunity

Awareness

Possibilities

Managing

Problem Solving

Proactive
Try it out!

Try a skill or technique at work in the next 72 hours.
We are all in this TOGETHER
Did this workshop meet your **EXPECTATIONS**?
Please fill out your evaluation…
Thank you!