Conflict Resolution

“The successful person has unusual skill at dealing with conflict and ensuring the best outcome for all.” - Sun Tzu

Team Brainstorm:

As a team, please discuss:

1. What does conflict look like?
2. Describe a time when you witnessed conflict within a group.
   - How did you and your group respond to the situation?
   - Was the conflict resolved?

Effective vs. Ineffective Conflict Resolution

Effective Conflict Resolution	Ineffective Conflict Resolution
Team members can deal openly with one another.	Teamwork and cooperation erode.
Team members get over conflicts and grudges quickly.	Team members talk about others behind their backs.
The climate moves toward supportive and away from judgmental.	Team members do not forget the conflict. They carry grudges.
Conflict can be a catalyst for innovation and creativity.	A critical or judgmental climate may develop.

Steps for Effectively Resolving Conflict

1. Identify Positions
   - In a nonjudgmental way, try to identify the position of each side
     - What are they saying?
     - What has been said in written communication?
     - What are they communicating nonverbally?
2. Learn more about the needs of each side
   - Take time to talk with each side about their needs
   - It is important that each side is given the opportunity to discuss their needs and position
3. Ask clarifying questions
   - Work to fully understand each side by asking clarifying questions
   - Questions should be open ended
4. Brainstorm solutions
   - Once you understand the position begin to brainstorm solutions with both parties
   - Invite everyone to share their ideas without offering any criticism

Steps for Effectively Resolving Conflict(cont)

5. Discuss how each situation would affect each person involved
   - At this point politely discuss the ideas proposed in step four during the brainstorming processes.
   - How will each solution affect the various parties involved?
6. Agree upon a solution
   - Select a solution that is preferable to both sides.
   - At this point each side will need to compromise.
7. Implement solutions
8. Evaluate solutions
   - Talk with each side about how the solution is working out?
   - Can the solution be tweaked to better both sides?

Example: Resolving Conflict

Using your supplemental worksheet or the questions on the next slide , work together, to outline the steps you would take to resolve the below conflict:

Two team members are in a disagreement over who should be the host for their Hijab fashion show. One team member would like Judy, a student who studied abroad in Turkey, to host the show. Judy is a theater major and previously hosted a campus talent show. The second team member would like to ask a woman from the Pittsburgh Islamic Center. The second team member thinks that the fashion show would be more educational if it was hosted by a Muslim woman who wears a Hijab.

Conflict Resolution
Choosing a Host for the Hijab Fashion Show

Role Play Directions: Designate a team member to represent the opinions of each person listed below.

Roles: Moderator, First Student, Second Student

Step 1: First Student and Second Student should justify why they want a particular woman to host the fashion show.

Step 2: Moderator: Take time to learn more about the needs of each side. Ask clarifying questions.

Step 3: As a group take time to brainstorm possible ways to solve the problem.

Step 4: Discuss how each solution would affect each person involved.

Step 5: Agree upon a solution that is most preferable to both parties.

Reflection Activity

As a team, please discuss:

- How effective was your team at articulating the needs of both sides?
- How effective was your team in developing a viable solution to the problem?
- What tactics did you use to resolve the conflict?
- How could you use these tactics when your team encounters real conflict?
- As an individual, and as a leader, share with your team how you can help your team work through conflict (See tips on facilitation from Making Meetings Work).

Example: Resolving Conflict

Using your supplemental worksheet or the questions on the next slide , work together, to outline the steps you would take to resolve the below conflict:

Claire, Lucy, Erica and Natasha are having a discussion about what issue their CEE should address. The group has come up with three different ideas: Water Rights in Africa, Human Trafficking, and HIV/AIDS Awareness. Claire is very passionate about raising awareness about Water Rights in Africa. She spends about ten minutes trying to convince the group that they should take on this issue. Lucy and Erica eventually interject and highlight some of the reasons that they should consider taking on human trafficking or HIV/AIDS awareness. Claire, Lucy and Erica continue to dialogue about what issue they should address. Over the course of the meeting, Natasha sits quietly and listens. Natasha quickly mentions that she has a lot of connections at the Pittsburgh AIDS Task Force, but does not elaborate on her thought. The group eventually decides to focus their CEE on Water Rights in Africa.

Conflict Resolution
What Issue Should our CEE Discuss?

Directions: As team discuss the situation presented on the previous slide.

Step 1: Discuss the group dynamics that were presented in the example.

Step 2: Discuss: What are the long-term ramifications for this group if their team dynamics do not change?

Step 3: Discuss: Could these team dynamics lead to future conflict?

Step 4: If you were part of this group, how would you help your group work through this situation?