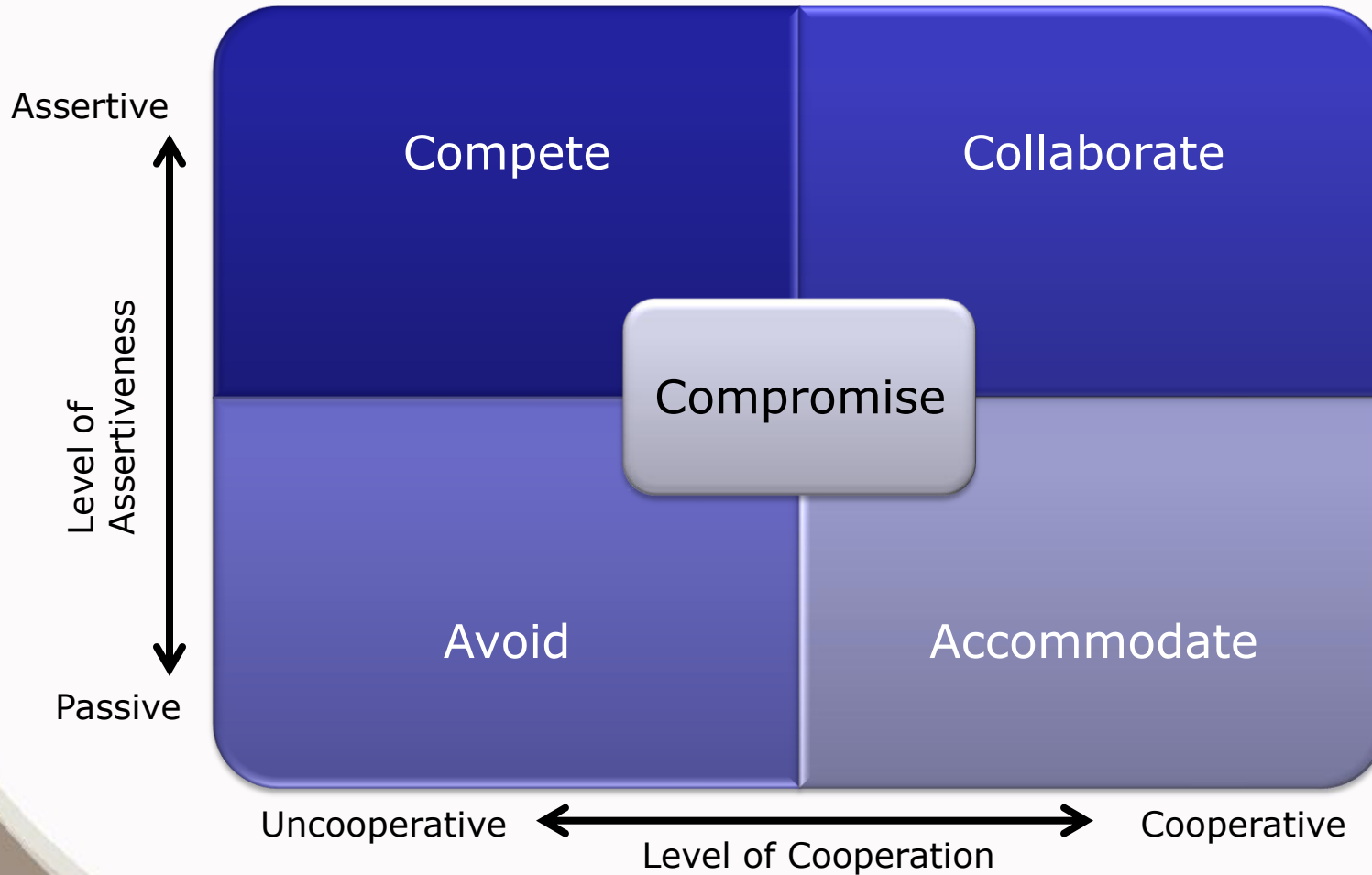




**Conflict**

# Conflict Model



# Program Objectives (1 of 2)

- ◆ Explain the difference between a disagreement and a conflict.
- ◆ Understand conflict theories.
- ◆ Explain the six causes of conflicts.
- ◆ Explain the importance of talking out a conflict.

# Program Objectives (1 of 2)

- ◆ Use two-way and assertive communication skills to level with people, to accept feedback from them, and to discuss/resolve problems.
- ◆ Know how to manage a conflict.

# Definition (2 of 2)

- ◆ “The goal of organizational leadership is not to eliminate conflict, but to use it.”
- ◆ “Conflict is a predictable social phenomenon and should be channeled to useful purposes.”

# What Do You Think?

- ◆ When you hear the word . . .

CONFLICT

- ◆ What do you think and what images come to you . . .

# Symptoms Of Conflict (1 of 4)

- ◆ Tensions.
- ◆ No desire to communicate.
- ◆ Work not done properly.
- ◆ Disastrous meetings.
- ◆ Anger occurs quickly and easily.



# Symptoms Of Conflict (2 of 4)

- ◆ Failing productivity.
- ◆ Slipping morale.
- ◆ Absenteeism.
- ◆ Accidents.
- ◆ Escalating costs.
- ◆ Slamming doors.
- ◆ Shouting.
- ◆ Bad times.



# Symptoms Of Conflict (3 of 4)

- ◆ The employee (or employees) involved display no desire to communicate.
- ◆ Bad tempers are evident.
- ◆ Productivity is falling.
- ◆ Morale is slipping.

# Symptoms Of Conflict (4 of 4)

- ◆ One or more of those involved frequently calls in sick.
- ◆ Accidents and errors become more frequent.
- ◆ Disagreements become more pronounced (shouting, slamming doors, etc.)

# Dealing With Resistance

## The Five "A'S"

- ◆ Avoidance.
- ◆ Acceptance.
- ◆ Adaptation.
- ◆ Adamancy.
- ◆ Attack (push back).

# Symptoms Versus Causes

## Symptoms:

- ◆ Conditions brought on by other related situations; signs of a basic problem.

## Causes:

- ◆ The basic problems; situations that give rise to symptoms.

# Causes of Conflict



# Causes of Conflict (1 of 3)

## 1. Conflicts of belief:

- People have different personal beliefs and any deviation from those beliefs is bound to cause problems. This type of conflict should not be allowed to erupt in an organization.



# Defuse A Conflict





# Active Listening



# Conflicts Deadlocks



Download "**Conflict**"  
PowerPoint presentation  
at **ReadySetPresent.com**

**149 slides include:** the definition of conflict, 5 slides on conflict theory, four slides on the symptoms of conflict, the five A's of dealing with resistance, 10+ slides on symptoms and causes of conflict, 5 methods to handle conflict, 4 points on fight or flight, a graphic on conflict escalation, 10 slides on group conflict and causes, 10 slides with ways to address conflict: ignoring - stifling, defusing, organizational conflict: positive and negative aspects, 4 steps of conflict management, 20+ slides on organizational conflict and conflict management strategies, 17 points on how to overcome deadlocks, 5 types of conflict deadlocks each with causes and techniques to handle: relationship - data - value - interests - structural, conflict models, strategies, 20+ tips, how to's and much more.

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