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My Co-Resident is as Bad as allG it-Out: Conflict Resolution

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Presenter Disclosures

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- "The analogy I love to use for a perfectly harmonious team is literally one of harmony and music. If you think about it, the best teams have a lot of different styles, a lot of different diversity quirks, as you say, that they're bringing to the table. And when you choreograph that, when you compose that to work well together, you get something that's really much greater than the sum of the parts. And, of course, the opposite of that, if you don't think about it, it could be complete cacophony."*

Kim Christfort, Managing Director, Deloitte


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When there is not harmony....

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Take a moment.....

- Please take a moment to reflect on a situation of conflict at work that was difficult for you.



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How did you approach this conflict?

- Head on?
- Avoided it?
- Calmly approached it and resolved it with excellent conflict resolution communication?

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What was the context of this conflict?


- Work related?
 - Disagreement of management plan
 - Unreliable team member
 - Pattern of behaviors
- Personal?
 - Personalities don't jive
 - Personal issues spilling into work place

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When conflict happens....

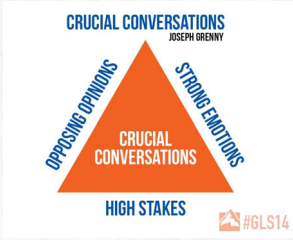
- Take a time out
- Reflect
- Is this a "Crucial Conversation"



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What is a "Crucial Conversation"?



CRUCIAL CONVERSATIONS
JOSEPH GRENNY

OPPOSING OPINIONS

STRONG EMOTIONS

CRUCIAL CONVERSATIONS

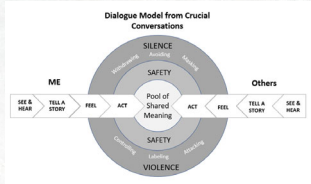
HIGH STAKES

#GLST14

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How to approach these "Crucial Conversations"



Dialogue Model from Crucial Conversations

SILENCE

SAFETY

Pool of Shared Meaning

SAFETY

VIOLENCE

ME

Others

SEE & HEAR

TELL A STORY

HEAR

ACT

TELL A STORY

SEE & HEAR

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What if the conflict doesn't resolve?

- Remember the bigger picture
- Workshop on personality types
- Bring leadership into the situation
- Consider utilizing an Ombudsman/Impartial judge

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