

Building Harmony

How to Successfully Manage Conflict

Accelerating Excellence
Podcast Episode #38

“Three fourths of the miseries and misunderstandings would disappear if we step into the shoes of our adversaries and understand their viewpoint.”

- Gandhi

ABUNDANCE VS SCARCITY MINDSET

ABUNDANCE

- Two people have different perspectives.
- Someone doesn't have to be wrong.
- We can create a win/win.

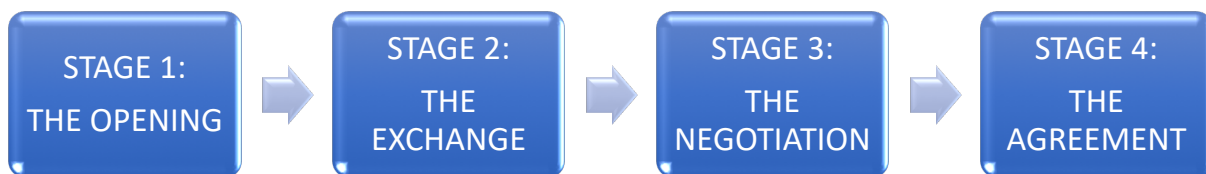
SCARCITY

- One person is right. One is wrong
- I am right.
- There is a winner and a loser. I am here to win.

APPROACHES TO CONFLICT

FLIGHT (UNHEALTHY)	HEALTHY	FIGHT (UNHEALTHY)
PASSIVE	ASSERTIVE	AGGRESSIVE
<ul style="list-style-type: none"> • Avoiding • Yielding • Denying 	<ul style="list-style-type: none"> • Perspective Taking • Reaching Out • Offering Solutions • Adapting 	<ul style="list-style-type: none"> • Winning • Demeaning • Retaliating

CONFLICT MEDIATION



- Bring the two parties together
- Express optimism and appreciation
- Establish mutual purpose

- Establish ground rules
- Have each party give their perspective
- Review and summarize

- Gather solutions from the two parties
- Remain impartial
- Create agreement

- Clarify agreement
- Ask for commitment
- Schedule follow-up

“Leadership has a harder job than to choose sides. It must bring sides together.”

-Cindy Shields