***Assignment – Conflict Management***

***Choose a conflict that you have either witnessed or been a part of. This conflict should be one that you are very familiar with and know the intimate details of. Follow through the attached list which we discussed in class and explain how the conflict either was solved because these steps were used or was escalated because they weren’t used. Please provide a final statement about the results of the conflict.***

***Conflict Management***

***Step One – Determine the extent of the problem***

1. Gather information, including facts and examples, to be sure of accuracy
2. Differentiate between a symptom and a problem or conflict
3. Evaluate the size of the problem or conflict, considering its complexity and impact

***Step Two – Compare various strategies for preventing problem or conflicts including:***

1. Early intervention
2. Avoiding labelling, stereotyping and bias
3. Making constructive personal changes where possible and appropriate
4. Walking away from a fight
5. Changing the subject
6. Refocusing a conversation to the positive
7. Controlling reactive responses and emotions

***Step Three – Describe the importance of considering an appropriate time and place for resolving a conflict including***

1. Limiting distractions
2. Allowing enough time
3. Meeting physical comfort first
4. Consider the need for privacy
5. End a meeting by booking another meeting if necessary to effectively resolve the conflict

***Step Five - demonstrate strategies for communicating successfully to resolve or mange conflicts including;***

1. Clarifying issue first and acknowledging personal perceptions and biases
2. Practising raising the problem, including role-playing with a third party if necessary
3. Approaching the other person directly and tactfully to suggest a time and place for a conversation
4. Agreeing on a definition of the problem and acknowledging its history
5. Acknowledging the opposing points of view politely
6. Setting limits that both parties agree to keep regarding topics and personal attacks
7. Focusing on the problem or conflict, not the person or emotions
8. Making points, not speeches and describing examples
9. Explaining the impact of conflict on feelings and well-being
10. Acknowledging the responsibility for role in the conflict
11. Listening without interrupting
12. Identifying common ground
13. Exploring strategies to resolve the conflict through negotiation and compromise
14. Agreeing on a solution to implement and establishing expectations clearly
15. Adapting SMART goal setting
16. Implementing the solution
17. Evaluation the plan to resolve the conflict
18. Modifying the plan based on evaluation