

From Clash to Collaboration:

Conflict Resolution 101

Jamie Rocha Allan & Natalie Petersen



2017 MOUNTAIN WEST ARTS CONFERENCE
Thursday, May 4th - arts.utah.gov

Overview

- Address emotions
- Assess responsibility
- Communicate effectively
- Know thyself
- Choose strategy wisely
- Creative opportunity

Share Your Story

- What happened?
- How did you feel?
- What role did you play?

Write Your Story

- What happened?
- How did you feel?
- What role did you play?

Addressing Emotions

When someone else is upset – De-escalate

- Let other person vent
- Apologize
- Walk Away

When you are upset – Take Control

- Recognize signals & avert
- Control your feelings
- Remove yourself from situation

Assessing Responsibility

- Not taking responsibility
- Taking too much responsibility
- Circle of influence

Communication

- “Start with the heart”
- Remember non-verbal communication
- Assumptions, assumptions...
- Listen to understand, not respond
- Expressing needs & feelings

Using Reason

- Evaluate sources of conflict
- Understanding conflict styles
 - Competing
 - Collaborating
 - Compromising
 - Avoiding
 - Accommodating



What is causing conflict?

- Different needs, interests, values, fears
- Poor communication
- Lack of information or wrong assumptions
- Power, control, or responsibility issues
- Difficult people
- Lack of trust

Select Your Strategy

Evaluate:

Stage of Conflict

Importance of conflict

Needs & wants of both parties

Importance of relationship

Power balance

Emotions involved

Pros & cons of strategies

Competing

- Important issue
- Have power
- No other options
- Quick decision needed
- Impasse

Avoiding

- Unimportant issue
- Lack of power
- Can't win
- Need to cool down
- Wise to delay

Accommodating

- Issue unimportant
- Small chance of winning
- Issue more important to other
- Good relationship more important than issue
- You are wrong
- Other may learn from situation

Collaborating

- Issue important to both parties
- Power balanced
- Close, continuing relationship
- Willing to expend time & effort
- Both parties able to discuss & listen

Compromising

- Different goals
- Issue not too important
- Power balanced
- Want quick resolution
- Short-term gain
- Good fallback position

Now What?

- Using conflict as a creative opportunity –
- Frame of mind & maintaining perspective
- Overcoming negative feelings
- Move forward
- Control anxiety
- Know your hot buttons

Brainstorming

- Why brainstorm?
- Brainstorming solo
- Brainstorming with others

Evaluate Your Story

- How do you see the situation now?
- What would you do differently?
- Which style would you use?

Summary

- Address emotions
- Assess responsibility
- Communicate effectively
- Know thyself
- Choose wisely
- Creative opportunity

Source Material:

Thomas-Kilmann Conflict Mode Instrument (TKI)

Disagreements, Disputes and All-Out War, Gini Graham Scott, Ph. D.

The Art of Negotiation: How to Improvise Agreement in a Chaotic World, Michael Wheeler, Harvard Business School

Negotiating the Nonnegotiable: How to Resolve your Most Emotionally Charged Conflicts, Daniel Shapiro

Making Conflict Work: Harnessing the Power of Disagreement, Peter T. Coleman, Robert Ferguson