

FINDING COMMON GROUND

NAVIGATING CONFLICT RESOLUTION IN THE WORKPLACE

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CONSIDER THESE STATEMENTS

- I have never had an office conflict
 - I like all of my co-workers
 - I never have a disagreement with anyone
 - Everybody loves me
- Conflict is an inevitable part of human interaction, arising from differences in opinions, values, needs, or goal
 - This presentation explores the various causes of conflict and effective strategies for conflict resolution.



WHAT CAUSES CONFLICT

- Different opinions
- Competition for Resources
- Change
- Miscommunication
- Different values
- Power Struggle
- Personality Clashes



FOUR MAJOR TYPES OF CONFLICTS

- **Interpersonal Conflict:** Occurs between individuals due to personal differences or misunderstandings.
- **Intrapersonal Conflict:** Conflict within oneself, such as conflicting goals or values.
- **Intergroup Conflict:** Arises between different groups within an organization or society.
- **Intragroup Conflict:** Conflict within a group due to differences in opinions or objectives.



FIVE MAJOR TYPES WORKPLACE OF CONFLICTS



Risely



CONFLICT CAUSE



Source: Governing June 1, 2021



YOU SAID WHAT?



“Jeez, calm down, Bill. We’re not saying you’re wrong... Just that you’re an idiot.”



CONFLICT WORKPLACE IMPACT

The Impact of Conflict on Today's Workplace

In 2019, John Wiley and Sons, Inc. conducted a "Workplace Conflict" survey asking 12,000 businesspeople ranging from executives to managers to individual contributors about their experience with conflict in today's modern workplace.

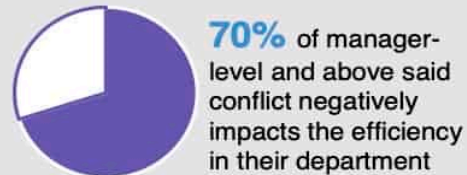
#1 The sentiment around workplace conflict is almost exclusively negative

What's the first word that comes to mind when you think of conflict?



90% of the responses were negative

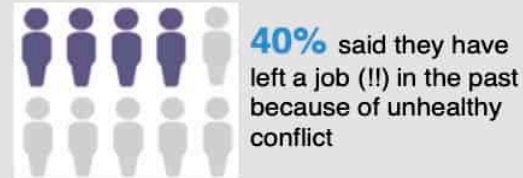
#2 Conflict presents a drag on workplace efficiency



3.2 hours/week spent dealing with conflict for manager-level respondents and above

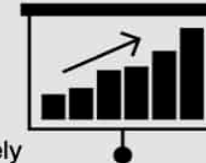


#3 Conflict fuels employee turnover



40% said they have left a job (!!) in the past because of unhealthy conflict

69% said their job satisfaction would improve if their coworkers handled conflict more effectively



John Wiley and Sons, Inc. 2019 Workplace Conflict Survey Results

EVERYTHING DISC



WHY CONFLICT RESOLUTION CRITICAL



Without early resolution, conflict can take on a disproportionate life of its own....



RECOGNIZING PROBLEMS

CS144900



JUST IGNORE IT



“

Unresolved or poorly managed conflict is a challenge that many teams wrestle with.

CHARMAINE HAMMOND

#MyWorkplaceHealthMatters

MWH



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CONFLICT RESOLUTION STRATEGIES

- **Communication:** Open and honest communication is essential for resolving conflicts peacefully.
- **Collaboration:** Encouraging cooperation and seeking win-win solutions benefit all parties involved.
- **Compromise:** Finding a middle ground where each party makes concessions can resolve conflicts.
- **Mediation:** Utilizing a neutral third party to facilitate communication and find mutually agreeable solutions.
- **Conflict Management Training:** Providing training in conflict resolution techniques enhances interpersonal skills and reduces conflicts.



STEPS FOR CONFLICT RESOLUTION

1. Identify the Issue: Clearly define the source of conflict and its underlying causes.
2. Understand Perspectives: Encourage empathy and understanding of each party's viewpoint.
3. Brainstorm Solutions: Generate multiple possible solutions through collaboration.
4. Evaluate Options: Assess the advantages and disadvantages of each solution.
5. Implement the Solution: Agree upon and implement the chosen resolution strategy.
6. Follow-Up: Monitor the situation to ensure the resolution is effective and address any lingering issues.



WHO IS YOUR LEADER

LEADERS HELP RESOLVE CONFLICT

- Active Listening
- Empathy
- Mediation
- Clarifying Expectations
- Encouraging Collaboration
- Conflict Resolution Training
- Setting Ground Rules
- Leading by Example
- Seeking Feedback
- Follow-up and Support



HOW DO WE AVOID CONFLICT

Avoiding conflict in the workplace

- **Communication: clear, accurate and timely**
- **Control emotions**
- **Understand motivations**
- **Be an active listener**
- **Be empathetic with everybody**
- **Identify problems before they become conflicts**



