

Resolving a Conflict in a Positive Way

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Resolving a Conflict in a Positive Way

- 1. Welcome and the role of the ombuds**
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- 4. Conflict management styles**
- 5. Role Play and Exercise**
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Common reasons for conflict

- Change
- Different views, opinions, experiences
- Honest misunderstanding
- Not feeling heard or appreciated or respected
- Feeling bullied and/or harassed
- Perfection

What do you think could be the main reasons these issues escalate to destructive conflicts?

Lack of communication

Insecurity

Avoidance

Assumptions

Ego

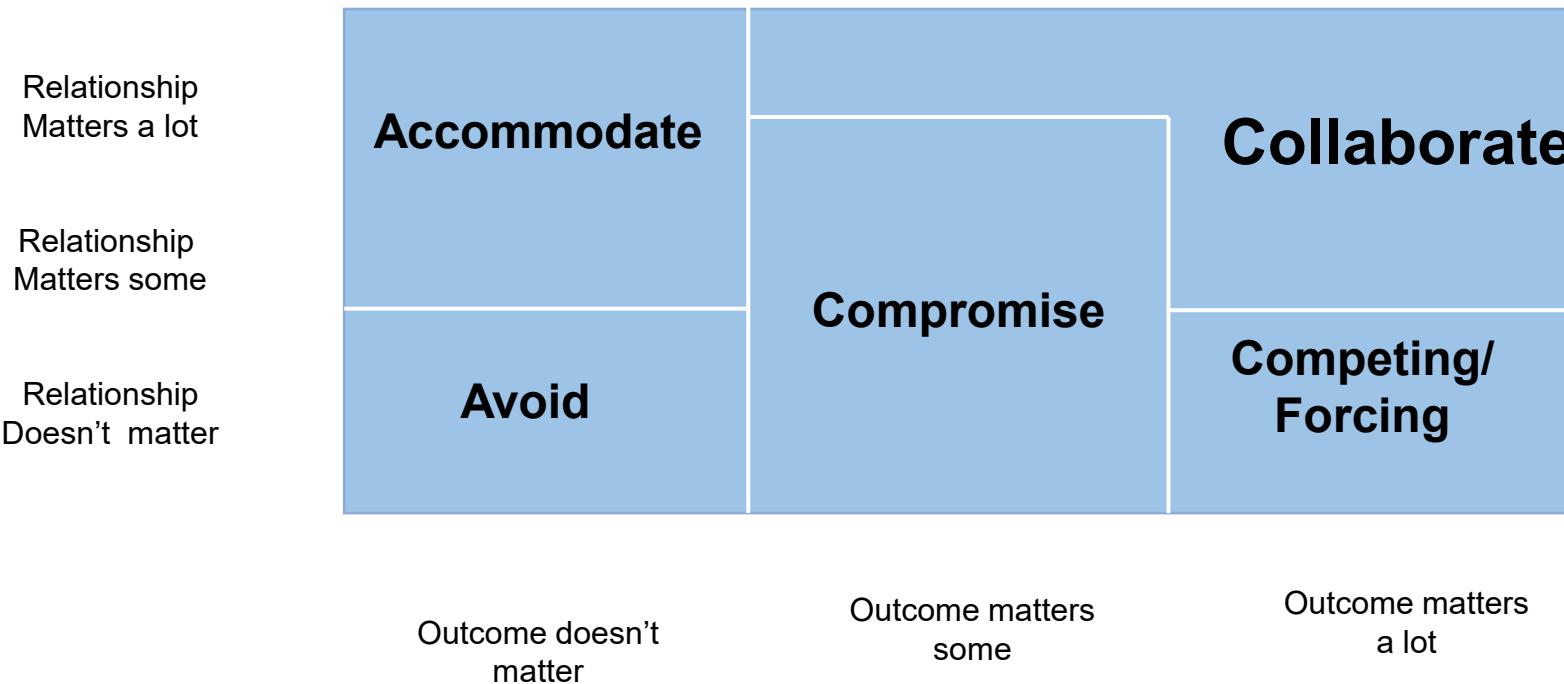
etc...

Potential Benefits of conflict

Conflict can:

- Provide us with a different perspective and open our eyes to new ways
- Help us better understand the value of listening
- Empower us to express our views
- Allow us to address issues we have avoided
- Provide us with greater confidence to address challenging situations
- Gives us the opportunity to strengthen relationships and build trust
- Help us grow and learn!

Conflict management styles



Source: *Reduce Stress & Improve Outcomes: A Conflict Management Primer for Business Leaders*, Jerry Stracks, Jan 2006

What are the pros and cons of each style? When should we use each?

Tools for Constructive Conflict Management

Acknowledge the conflict exist- earlier the better

Identify the cause(s) of the conflict- be specific and identify how the conflict is affecting you

Identify your goals- what would you like to see happen? What is a good *reasonable and fair* outcome?

Approach the other party – when is the best time and how?

Collaborate on a resolution - can you agree on certain areas? Identify common goals? can you accommodate or compromise?

Identify and learn from the benefits – how can this process help you moving forward?

Best practices in resolving conflict

01 Start the conversation

- Meet face-to-face
- Place your ego aside; focus on what you need to achieve
- Listen, acknowledge what you hear and allow the other person to express concern- do not interrupt
- Explain how the conflict is affecting you (use the word “I” and not “you”)

02 Get in the right mindset

- Articulate what you would like to see happen
- Focus on the relationship and your common goals
- Put yourself in the other person’s shoes

03 Work toward resolution

- Make suggestions
- Ask the other party to suggest ways to come to a resolution
- Focus on how a resolution can be beneficial to both
- Be positive and envision a resolution
- Keep an open mind- look at other creative possibilities

04 Tips to remember

- Beware of assumptions
- Keep an open mind and listen
- Be willing to see it as a learning opportunity
- Be accountable
- Be willing to apologize
- Be willing to accept change
- Be willing to forgive
- Be willing to let go

Questions to reflect on

- What is the relationship between apologizing and respect?
- What is the relationship between failure and success?
- What characteristics do you admire the most in a person?

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Thank you

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