

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**
2. **Common reasons for conflict**
3. **Conflict side benefits**
4. **Conflict management styles**
5. **Role Play and Exercise**
6. **Tools for constructive conflict management**
7. **Questions to reflect on**

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

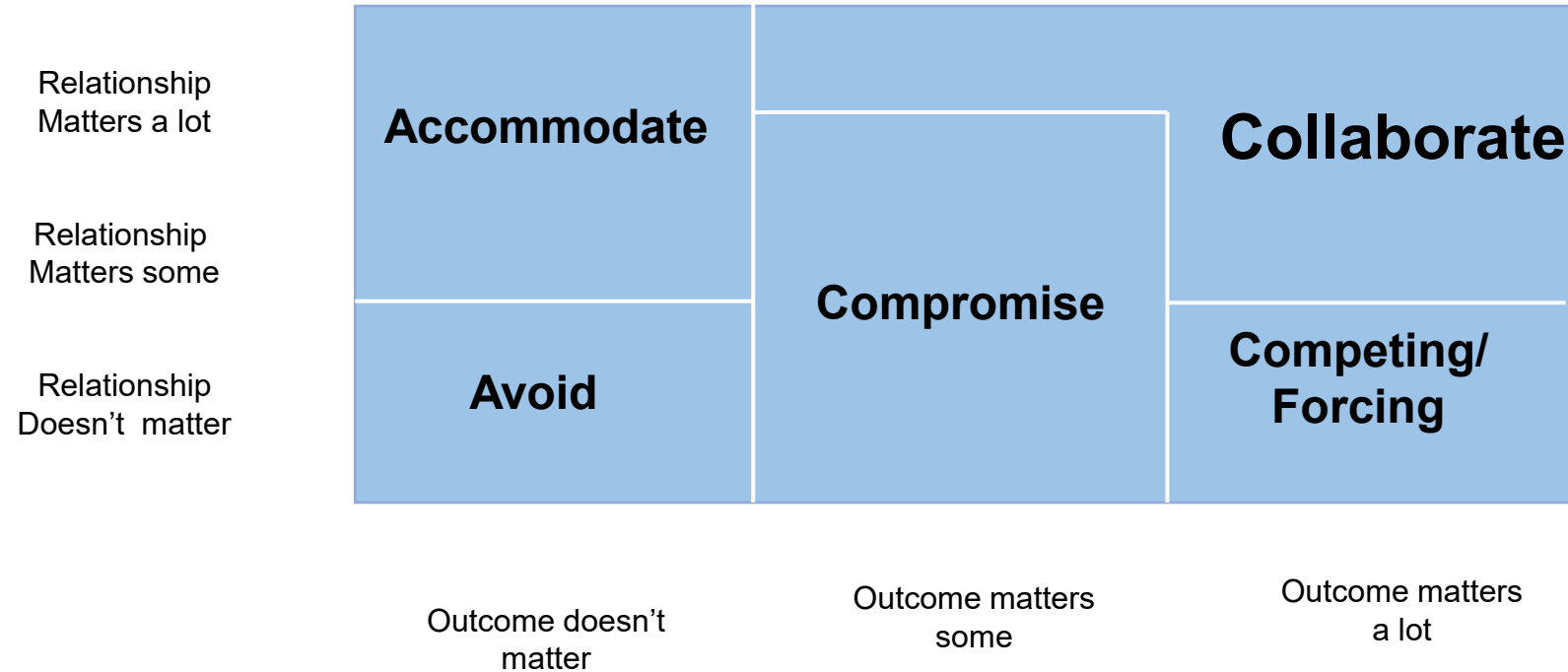
etc...

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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