



Workplace Conflict Resolution Skills

March 17, 2021



Vensure Employer Services and our PEO Partners



Agenda

- 1 Definition of Conflict
- 2 Conflict Resolution Strategies
- 3 How to Collaborate
- 4 The Role of Anger
- 5 Responding to Expressions of Anger
- 6 Q&A

Instructions for Submitting Questions with GoToWebinar



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Our Panelist



Robin Paggi
Training and Development Specialist

1

Definition of Conflict

The Definition of Conflict

Conflict: An Expressed Struggle Between At Least Two Interdependent Parties

Perception of Incompatible Goals, Scarce Resources, and Interference from Others

Communication is the Central Element in All Interpersonal Conflict

Communication Often Creates and Reflects Conflict

Communication is the Vehicle for the Productive or Destructive Management of Conflict

2

Conflict Resolution Strategies

Conflict Resolution Strategies



Avoid



Accommodate



Compete



Compromise



Collaborate

3

How to Collaborate

How to Collaborate

- › Establish Mutual Goals
- › Separate the People from the Problems
- › Focus on Interests, Not Positions
- › Generate Alternatives for Mutual Gain
- › Use Objective Criteria to Evaluate Options
- › Define Success in Terms of Real Gains, Not Imaginary Losses



4

The Role of Anger



The Role of Anger

- › A Resource for Physical and Psychological Survival
- › Ineffective Expressions of Anger: Physical, Emotional, Self-Abuse
- › Effective Expression of Anger
- › Tailor Your Expression for the Response You Want

5

Responding to Expressions of Anger

Responding to Expressions of Anger

- › Show Interest and Concern
- › Seek Additional, Clarifying Information
- › Agree with Some Aspect of the Complaint
- › Ask for Suggestions of Alternatives



Q&A

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**Thank You for
Your Time**

