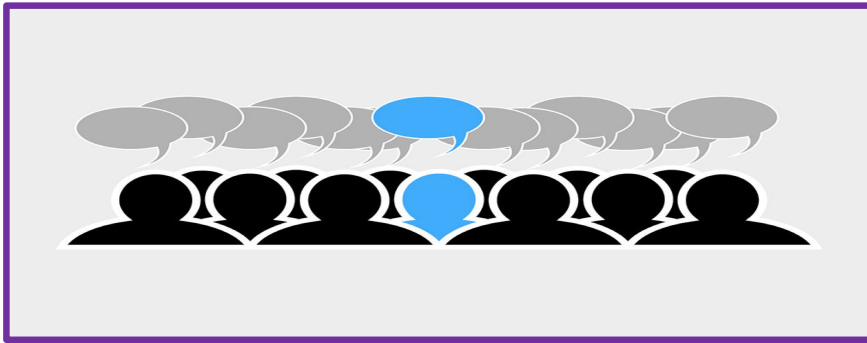
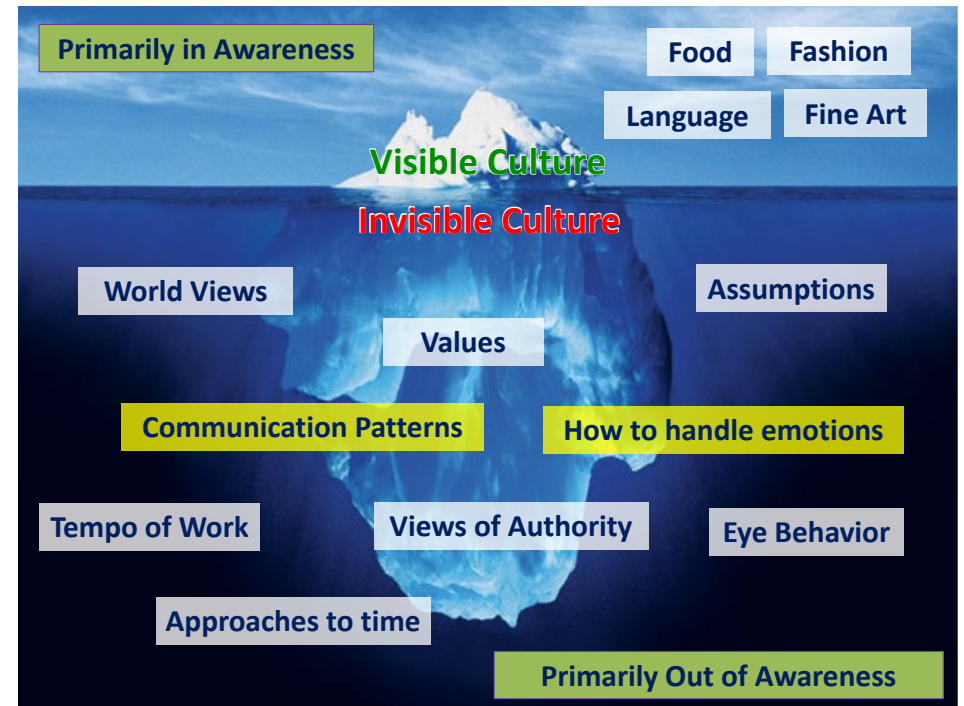


Conflict Fluency

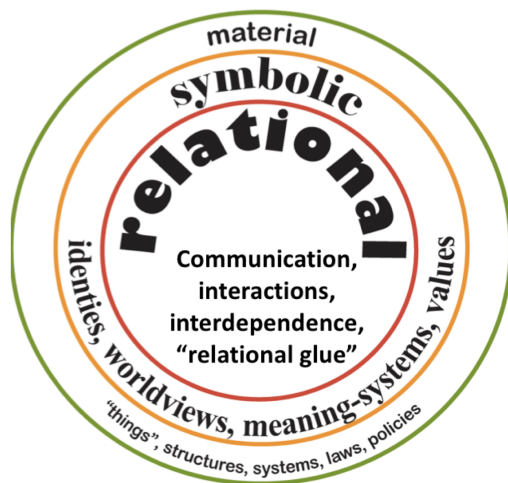
Engaging the Energy of Conflicts



Jeff Stafford
www.OrangeSliceTraining.com



LeBaron Model of Conflict



	The question that arises...	What causes this type of conflict?	What strategies could you utilize?
Material <i>Usually about things</i>	How can we distribute or manage this resource?	<ul style="list-style-type: none"> Scarcity of resources Competing Interests Budget cuts / Costs Use of things (technology) 	<ul style="list-style-type: none"> Be objective Maximize joint gains Policy/Procedure updates <p><i>Often involves symbolic and relational components as well</i></p>
Symbolic <i>Usually about cultural, worldview + identity differences</i>	How can we find ways to belong together that acknowledge each of our identities?	<ul style="list-style-type: none"> Clash in values Group norms ignored Systemic issues – organizational culture (i.e. how are mistakes treated,?) 	<ul style="list-style-type: none"> Develop common or shared language Broaden ways of gathering and sharing data – i.e. different learning styles Deep listening (values, interests) Share stories or rituals
Relational <i>Usually about people</i>	How can we work together?	<ul style="list-style-type: none"> Poor communication Formality + Power Struggles Personality clashes (i.e. MBIT, Social Styles, Strengths, etc.) 	<ul style="list-style-type: none"> Focus on "face-saving" – respect, avoid humiliation Be transparent; collaboration Address power issues and struggles (usually symbolic as well)

Direct or Indirect Approach

Direct

- Precise, explicit language use
- Reliance on **face-to-face** resolution of disagreements
- **Speak your mind**
- Willingly states differences
- Problem-solving approach: state the problem, id causes, generate solutions & select best
- **Describe the issue accurately**

Indirect

- **Analogies, stories, metaphors**
- Face-to-face may cause discomfort, so uses other means
- **Protect relationship harmony**
- Hesitates to voice differences
- Relational repair approach: reinforce cooperative history, seek greater mutual obligation
- **Preserve face for all parties**



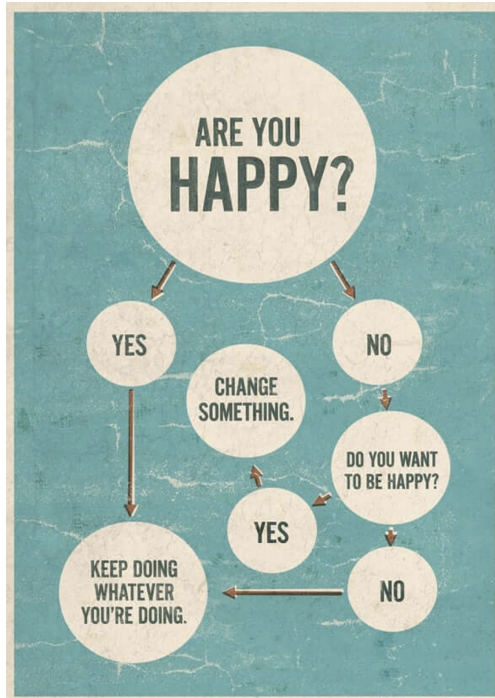
Expressive or Restrained

Expressive

- **Show emotions**
- 'Let's off steam' with **body language**
- Visible display through nonverbal behavior
- **Expansive vocalization** – speech rate, volume, pitch
- Relational trust through 'emotional commitment'

Restrained

- Disguise emotions
- **'Internalize'** – fewer visible signs of emotion
- Minimal display through non-verbals
- **Less vocalization** – less variation in speech pattern
- Relational trust through 'emotional maturity'



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