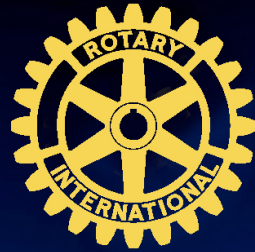


# Managing Conflict Effectively

Jerritt Johnston



# The Four Way Test

of the things we think, say and do

1. Is it the **TRUTH**?
2. Is it **FAIR** to all concerned?
3. Will it build **GOODWILL** and **BETTER FRIENDSHIPS**?
4. Will it be **BENEFICIAL** to all concerned?

# Mood Dudes



# Does Your Club Look Like This?



# Interpersonal Conflict

An expressed struggle between at least two interdependent parties who perceive incompatible goals, scarce resources and interference from the other party in achieving their goals

# Values Based Conflict

- Engaging in unfiltered, passionate debate around issues
- Conflict will at times be uncomfortable
- Conflict norms must be discussed, made clear and upheld by the team
- Fear of personal conflict should not deter from debate

# Create a Positive Culture

“Trust is the glue of life. It’s the most essential ingredient in effective communication. It’s the foundational principle that holds all relationships.”

Stephen Covey

# 5 Tips + 1

Conflict Management starts long before any conflict takes place.

- Understand the culture and history of the club and community
- Get to know club members
- Build sincere relationships with those around you
- Support and show that you value people
- Treat people equitably
- Follow Through



# Relationship Bank Account



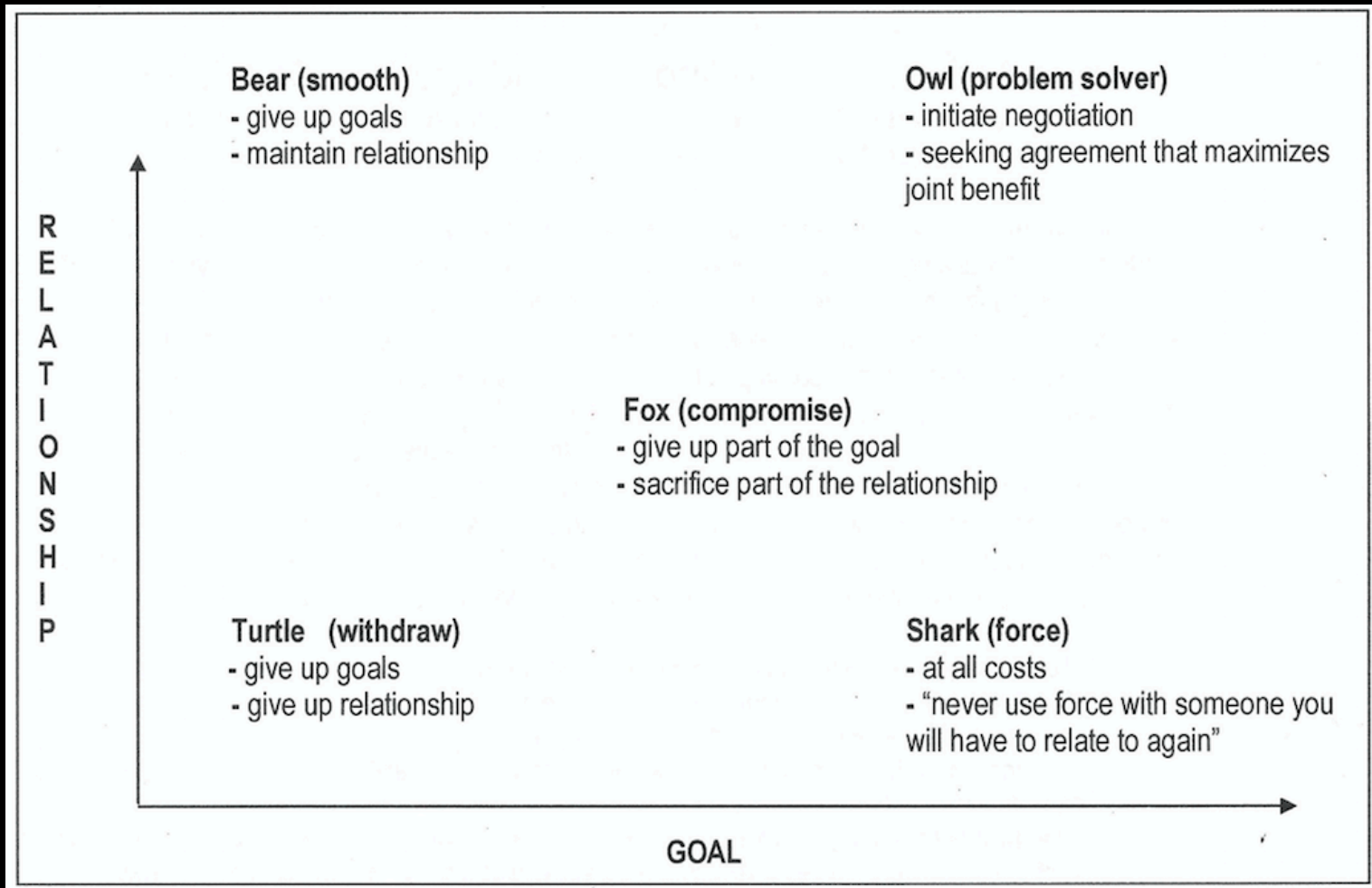
# CMS



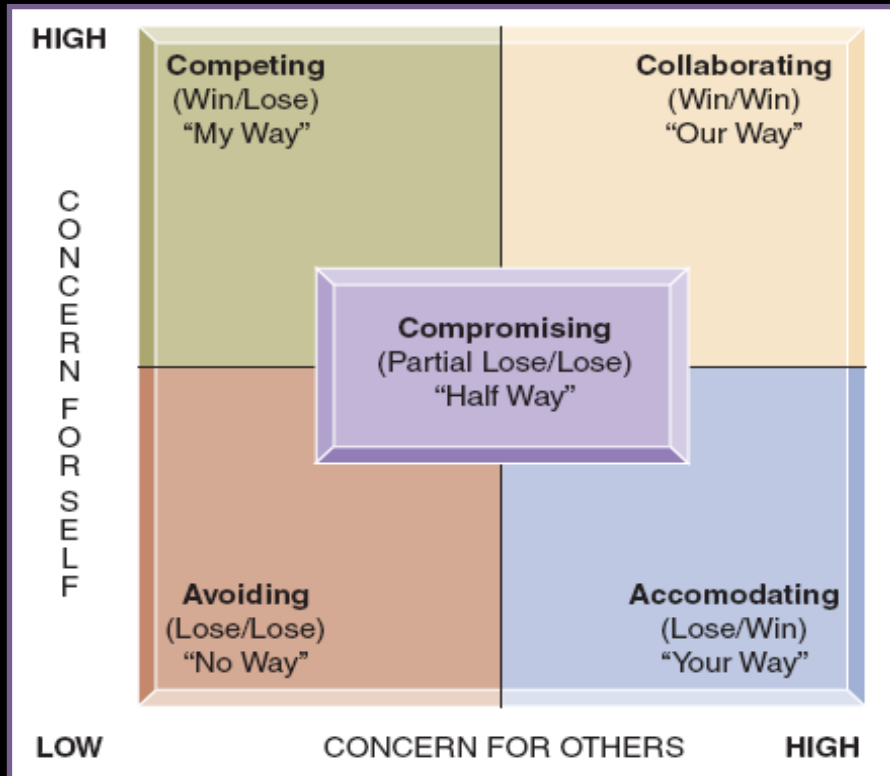
# Conflict Animals

- Which Animal(s) do you most relate to when dealing with conflict at work?
- What are the most beneficial aspects of that style?
- What are the most detrimental?
- Think about the three people you work most closely with.  
Which animal would they identify with you?  
Which animals do you identify with them?

# Conflict Animals



# Decision-Making Styles



- Avoiding (Lose – Lose)
- Accommodating (Lose – Win)
- Competing (Win-Lose)
- Compromising (Partial Lose – Lose)
- Collaborating (Win – Win)

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# A Win/Win Approach

- Preparation
- Identify the problem or Issues
- Brainstorm to generate all possible solutions
- Evaluate the alternative solutions
- Decide on the best solution
- Implementing the solutions
- Follow-Up evaluation

# What Not to Do



- Reply all
- Meet after the meeting
- Assume negative motivation
- Carry the conflict into the community
- Get the torches and pitchforks

# Do

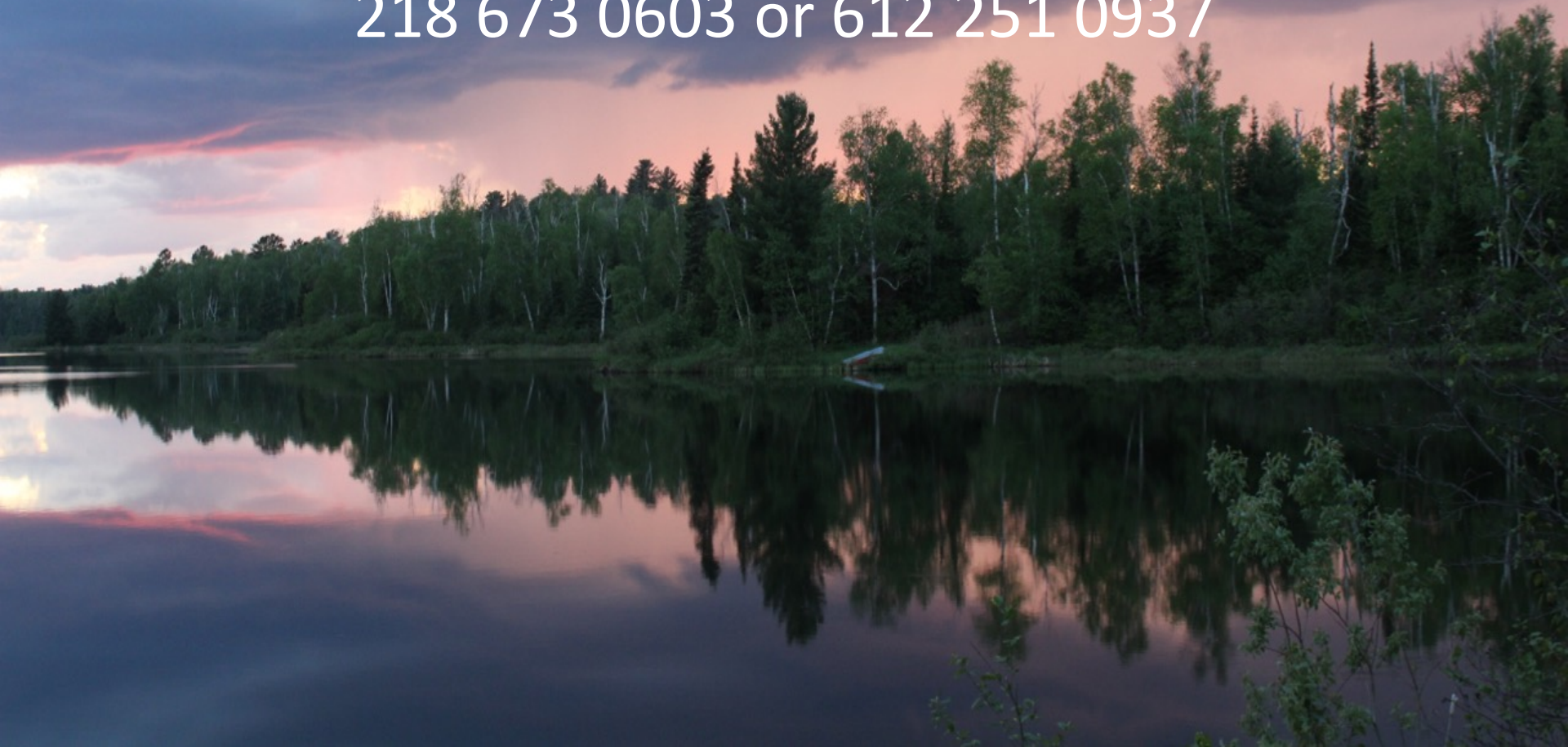
- Ignore when appropriate
- Address when necessary
- Deal directly with the person/people involved
- Understand your role in the conflict
- Have the difficult conversation
- Follow through
- Move on



# Questions/Thoughts

[Jerrittj@gmail.com](mailto:Jerrittj@gmail.com)

218 673 0603 or 612 251 0937



# One Thing

What is one thing you are going to do related to conflict management:

- In the next 24 hours?
- In the next week?
- In the next month?

THANK YOU!