

**From Tension
to Teamwork:
Conflict
Resolution for
Elected
Officials**



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Today's plan

A bit about me

Conflict

Emotions

Skills for Conflict Management

Conflict Management Styles





Who Am I?





Conflict





Defining Conflict

“Interaction of independent people who perceive opposition of goals, aims, and values, and who see the other party as potentially interfering with the realization of these goals (Putnam & Poole, 1987).”

Organizational
Structure

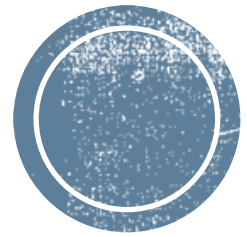
Limited
Resources

Task
Interdependence

Incompatible
Goals

Personality
Differences

Communication
Problems

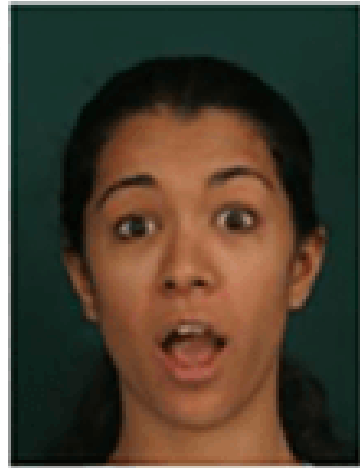


Emotions

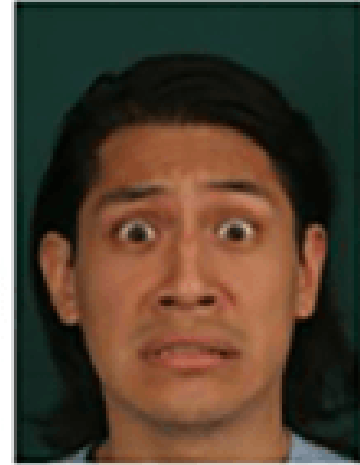
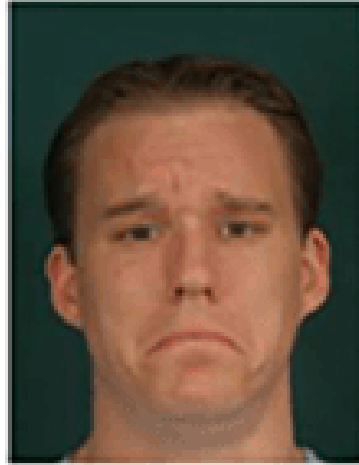
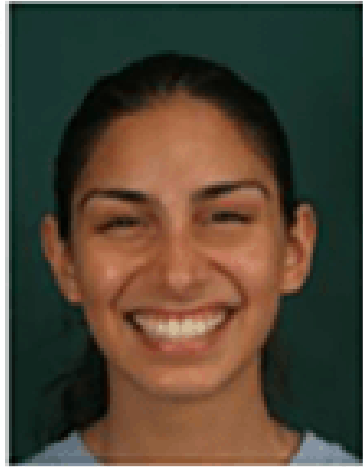
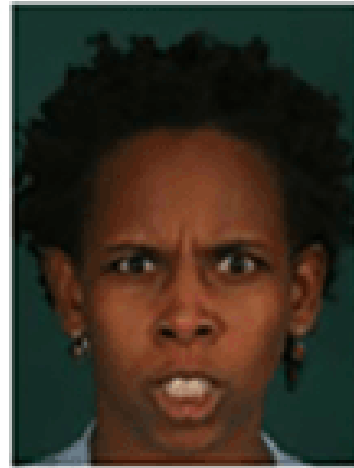




Surprise



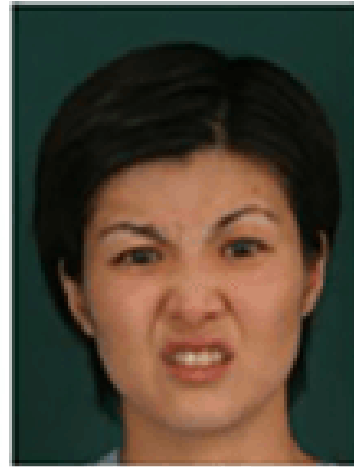
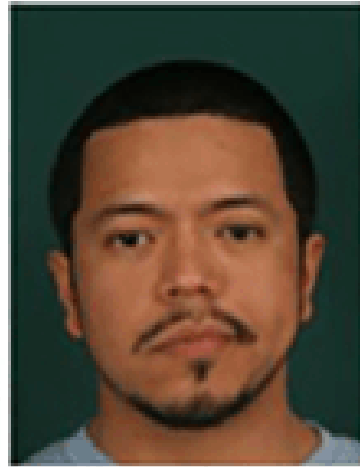
Anger



Joy

Sadness

Fear



Contempt

Disgust

Emotions in Conflict



Emotional Intelligence



Emotional Regulation





Skills for Conflict Management



Clear
Communication

Active
Listening

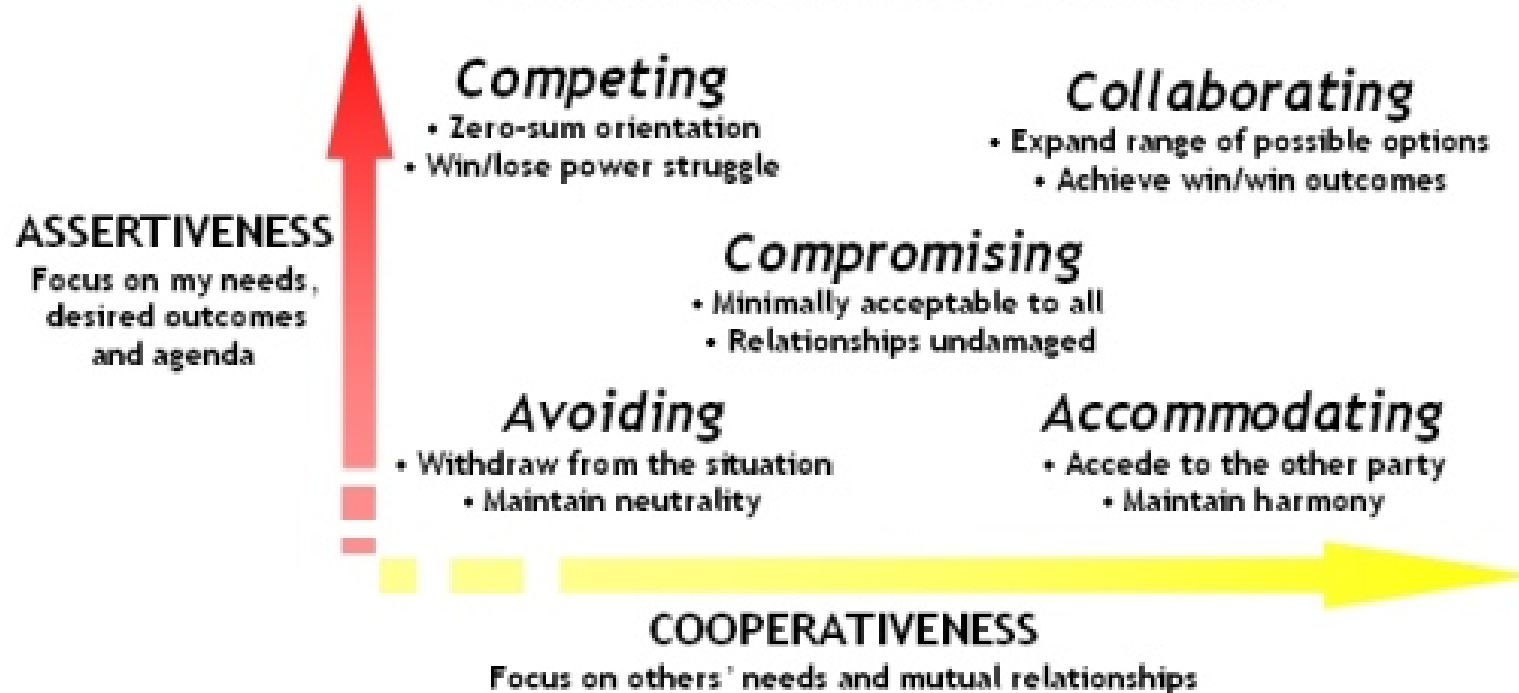
**Skills for
Conflict
Management**





Conflict Management

Thomas-Kilmann Conflict Modes



Conflict Management Styles



Avoidance

Benefits

- Reduces/Prevents Escalation
- Emotional Cooling
- Time to Reflect
- Relationship Preservation
- Conserves Resources

Drawbacks/Risks

- Issues Remain Unresolved
- Resentment Builds
- Mistrust
- Reduces Problem-solving
- Increases Stress, Anxiety



Accommodation

Benefits

- Building Relationships
- Reducing Stress
- Promote Reciprocity
- Harmony/Group Cohesion

Drawbacks/Risks

- Exploitation Risk
- Potential for Resentment
- Solutions are Temporary



Compromising

Benefits

- Quick Resolution
- Promotes Relationships
- Flexibility
- Sense of Fairness

Drawbacks/Risks

- Solutions are Temporary
- Frustration
- “Good Enough” Solution



Competition

Benefits

- Decisiveness
- Protect Interests
- Action

Drawbacks/Risks

- Damages Relationships
- Reduces Collaboration



Collaboration

Benefits

- Solutions are Sustainable
- Increased Creativity
- Improved Relationships
- Increased Productivity
- Positive Work Environment

Drawbacks/Risks

- Time Consuming
- No Resolution is a Risk
- Increased Tension Possible
- Requires High Effort
- Parties Must be Willing





Conflict Management

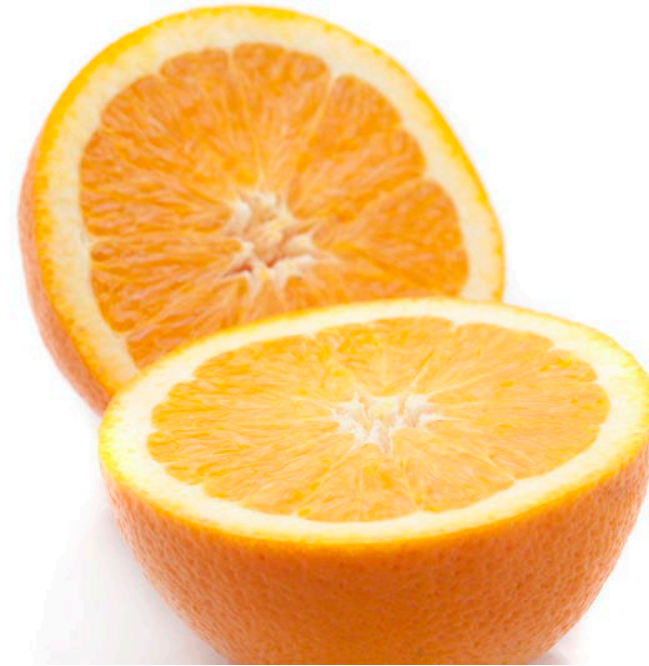


Conflict Management

Integrative



Distributive



 Clear Communication

 Active Listening

 Emotional Intelligence/Regulation

 Working Together to Foster a Positive Environment

 Group Cohesion

Key Takeaways





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