

# Conflict

is natural

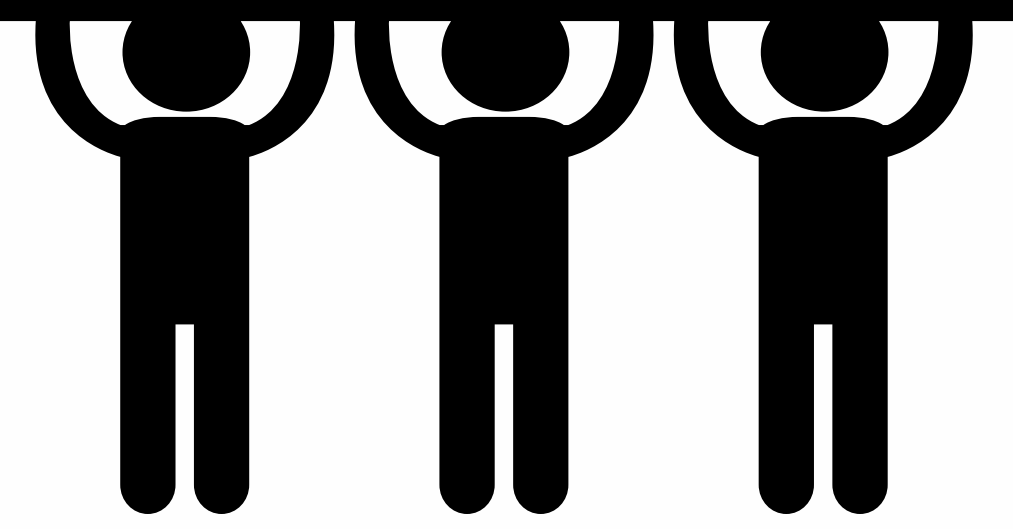
**85%** of all employees deal with conflict

# Resolution

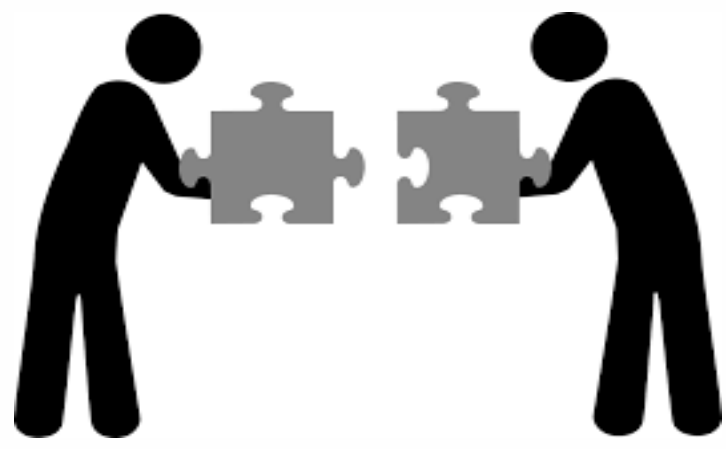
is important

**76%** of employers using CR experience positive outcomes

## What causes conflict?



-  No common understanding
-  Poor communication
-  Unclear / unfair expectations
-  Powerplay / manipulation



## What is Conflict Resolution?

Parties that find a peaceful solution to a disagreement for a win|win outcome

## Before Resolution, Ask...

How did I contribute to the problem?

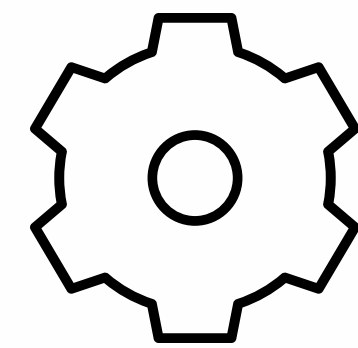
What do I want when we talk? Is it a WIN|WIN outcome?

Are my assumptions and stereotypes holding me back?

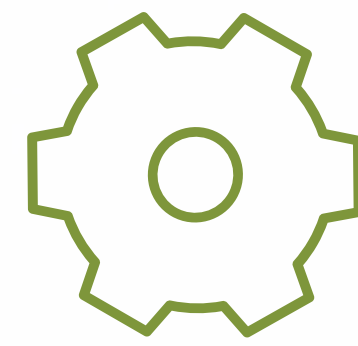
Do I have a positive attitude to contribute to solutions?

Can I manage my emotions?

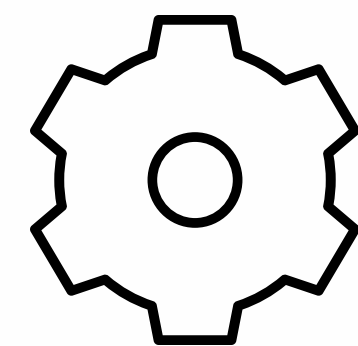
## Process of Resolution



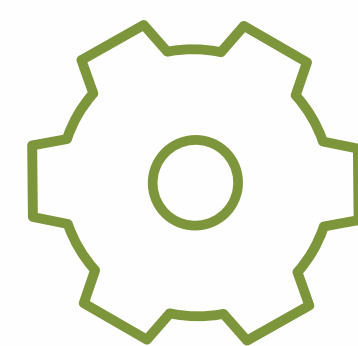
1. Identify a safe space and a good time to talk for all



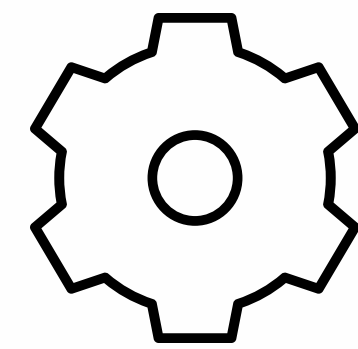
2. Position issue positively with an intended WIN|WIN outcome



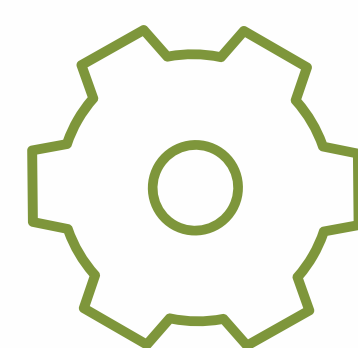
3. Agree on guidelines



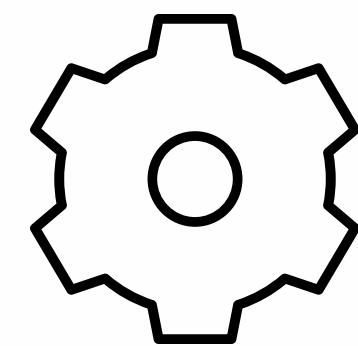
4. Both parties share their perceptions of the issue



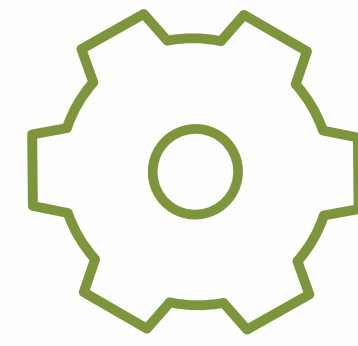
5. Don't interrupt, really listen: Open mind. Open heart



6. Generate options together, don't judge yet



7. Agree on WIN|WIN options



8. Agree next steps together and move forward

SOURCES:  
1: pollockpeacebuilding.com  
2: sagu.edu/thoughthub/ causes of conflict