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Conflict Management

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Referred Sources:
Conflict Management in Work Place by Maconnon
Google

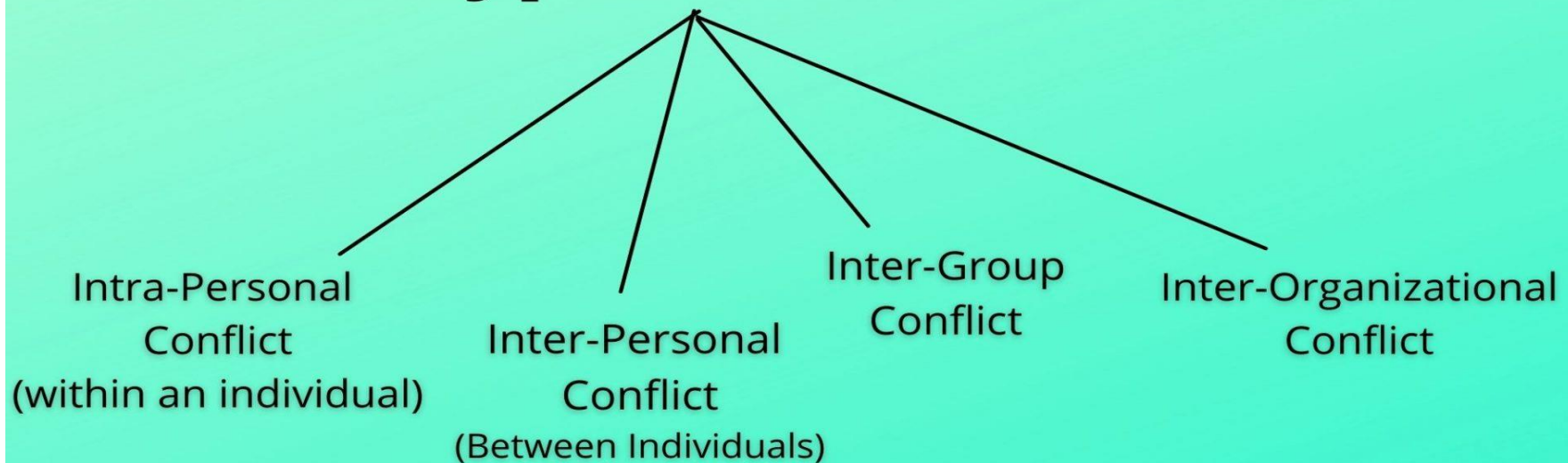


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- A conflict is a clash (not necessarily violent) of ideas or interests or opinions or principles or objectives or believes.
 - Internal Conflict – Within a person or group or business
 - External Conflict – Between person/business and outside forces

4 Types of Conflict



All types of conflicts are disputes between two or more sides that does not seem to have a clear method of being resolved. Characteristics of conflict may include a person trying to overcome an obstacle, two individuals competing for the same desire, or two individuals/groups seeking to achieve a similar outcome.

Manifest Level:

How people **act**
encourages
conflict,
immediate
evidence of
conflict

Behavior

Violence, genocide,
insurgency attacks,
discriminatory acts

Behavior has roots
in peoples' attitudes
& political-
economic context

Latent Level:

How people
think encourages
conflict; deeper
causes of conflict

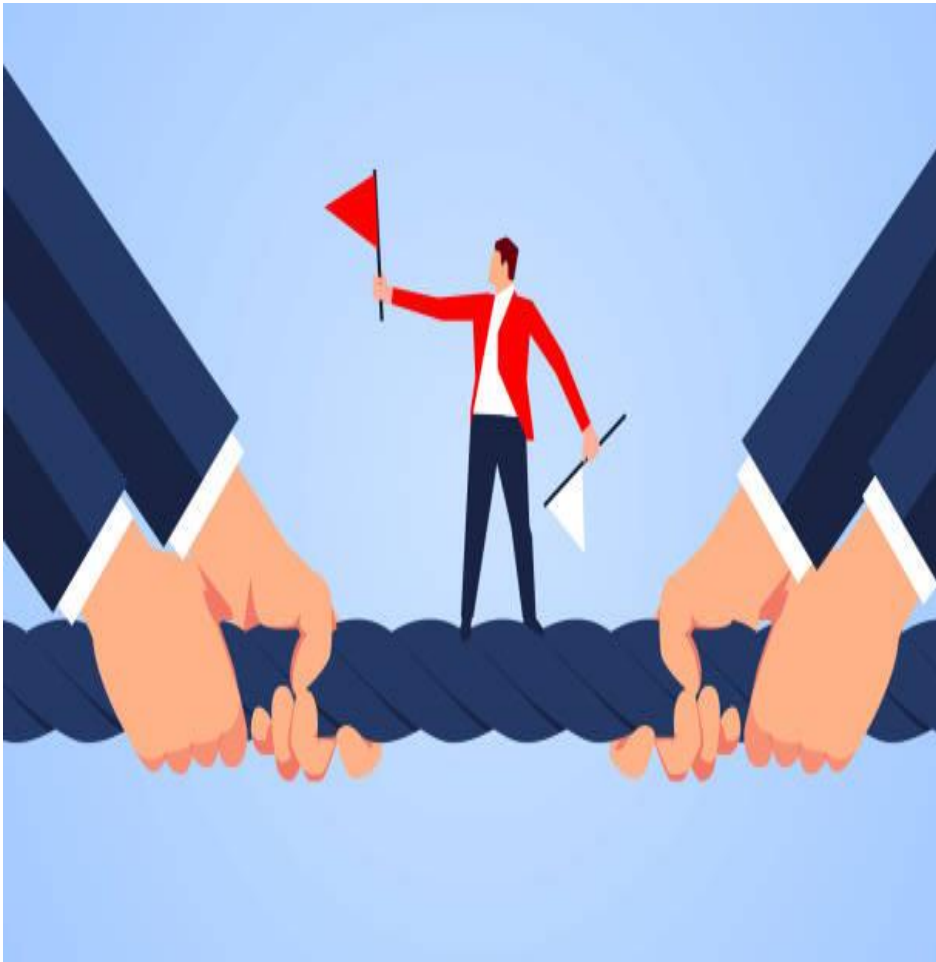
John Galtung's
(1960)
ABCs of Conflict

Attitudes:

Racism, discriminatory attitudes,
sexism, victimhood, trauma

Context/ Contradictions

Inequality, dispute over
territory or resources

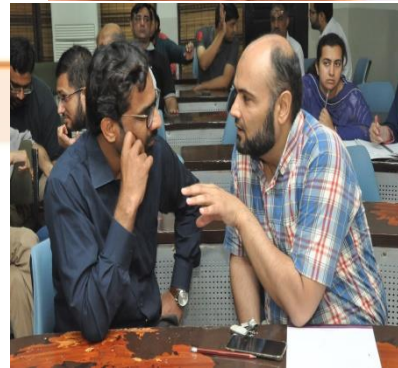


- Conflict Management is the application of processes, tools, skills and/or influence of personality or position to resolve disagreements and/or disputes through
 - Active Listening
 - Assertive speaking.

Activity



Active Listening





ICEBREAKERS GAMES



Pictures from the past

Two truths and a lie

Find 10 things in common

Three wishes

Guess where I come from

Kaleidoscope

Special skills



129% — + [B]

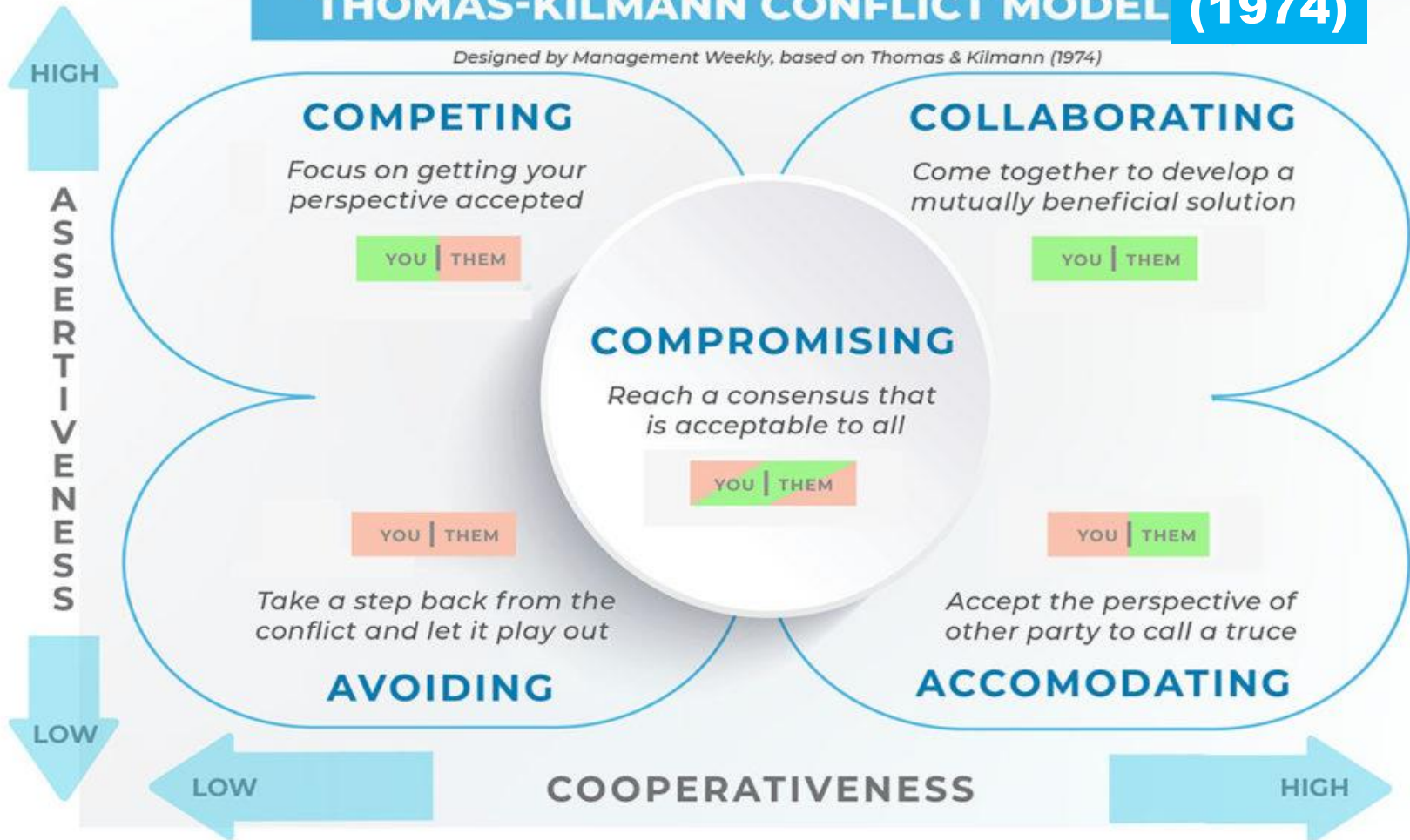
Main Picture Icebreaker site

An Icebreaker is something that is done or said to get through the first difficulties in starting a conversation or discussion.

To identify 5 Common Business Interests with Your Seat Fellow

THOMAS-KILMANN CONFLICT MODEL (1974)

Designed by Management Weekly, based on Thomas & Kilmann (1974)





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7 Steps to Conflict Resolution

- 1. Bring both parties together. ...**
- 2. Lay out the ground rules. ...**
- 3. Find the root cause of the conflict. ...**
- 4. Actively listen as each side has their say. ...**
- 5. Establish a desired outcome.**
- 6. Get participants to suggest potential solutions. ...**
- 7. Agree on a resolution and what must be done to make it happen.**



DEBATE

About winning
One right answer
Combative
Finds flaws in other's points
Closed-minded
Seeks closure



DIALOGUE

About learning
Finding the solution together
Collaborative
Finds strengths in
other's points
Open-minded
Seeks new options