



Conflict Management Planning

- 1) Consider root causes of unproductive conflict, which include *autocracy, disrespect, hostility, absence of shared goals, hierarchy, low morale, and inequities*. Which of these causes do you think exist in your organization? Give an example for each.

X	Root Cause	Example
	Disrespect	
	Hostility	
	Absence of shared goals	
	Hierarchy	
	Low morale	
	Inequities	

- 2) What could you do individually and/or collectively to reduce the contribution of these root causes to unproductive conflict in your organization? For example, if you identified “disrespect” as a condition of conflict in your organization, what ideas do you have that might increase respect? What could **you** do, as an individual, to increase respectful behavior? What could your **organization** do?

Root Cause	Individual action	Collective action
Autocracy		
Disrespect		
Hostility		
Absence of shared goals		
Hierarchy		



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Low morale		
Inequities		

- 3) Describe an example of an unproductive conflict and an example of a productive conflict that occurred recently in your organization. What differences do you see in how each conflict was managed that might have contributed to the outcomes?

Unproductive conflict:

Productive Conflict:

Differences:

- 4) Some ways to create a culture of conflict acceptance in your organization are to *increase transparency, create systems of communication, develop a culture of empathy, develop a conflict management policy, and create a code of conduct*. For each of these methods, think of an example of how your organization does this well, or partially. Then, think of a way that your organization could build on the example you gave.

Method	What we do now	What we could do
Transparency		
Create systems of communication		
Culture of empathy		
Conflict management policy		
Practice principles		



- 5) Which conflict management style(s) did you use in your conflict and why? Considering what you have learned about when to use conflict management styles, what style(s) would you try instead and why?

I used this style...	Because...	I would try this style...	Because...

- 6) Try turning the emotions from your conflict into actions. Choose three emotions from the emotion wheel(s), define each of them for yourself, identify the needs, think of a potential solution, and decide what action you could take to bring about that solution.

Emotion: definition	Needs	Potential solution	Action



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7) Which of the “seven c’s” did you use (if any) in your conflict? What was/were the effect(s)?

Seven “c”	Effect
Commanding	
Comparing	
Condemning	
Challenging	
Condescending	
Contradicting	
Confusing	

8) Which of the conflict resolution mindsets and behaviors did you use and how? Which ones do you think might have helped you manage or resolve your conflict better? How would you have used them?

Used	Conflict resolution mindset	How I used this... OR I would try using this by...
	Open-mindedness	
	Shared goals	
	Empathy	
	Curiosity	
	Unconditional respect for others	
	Taking responsibility for your part and your history	
	Openness about feelings	
	Full information sharing	



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- 9) Choose three concepts you learned about today that you will try in the next week or so. How do you anticipate using them?

Conflict management concept	I will use this concept...

- 10) Based on what we talked about today:
a. How will you approach conflict differently?

- b. How will you decide how to approach the conflict?