

# Introduction to Conflict Resolution – A workshop

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What we  
will be  
covering:

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Understanding conflict

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Common causes of conflict and conflict styles

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Communication skills

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Personal coping strategies

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**What is conflict?**

## What is conflict and when might it arise?

A difference in opinion	Disagreements	disagreements	Differences of opinion
Emotional responses	When one cannot agree	Disagreement	Difference in opinions
Opposite opinions	Disagreement, power struggle, frustration and not communicating	Disagreements between 2 or more people. May arise in personal or work life	Disagreement
Imbalance of people's views/alterior motives	Disagreement on various issues	Disagreement Challenge Different opinions	not getting my own way seeing things differently

# Different types of conflict

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- Intrapersonal
- Interpersonal
- Intragroup
- Intergroup



# Conflict in the workplace

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Leadership  
conflicts



Work style  
conflicts



Creative  
conflicts



Task based  
conflict



Personality  
conflicts





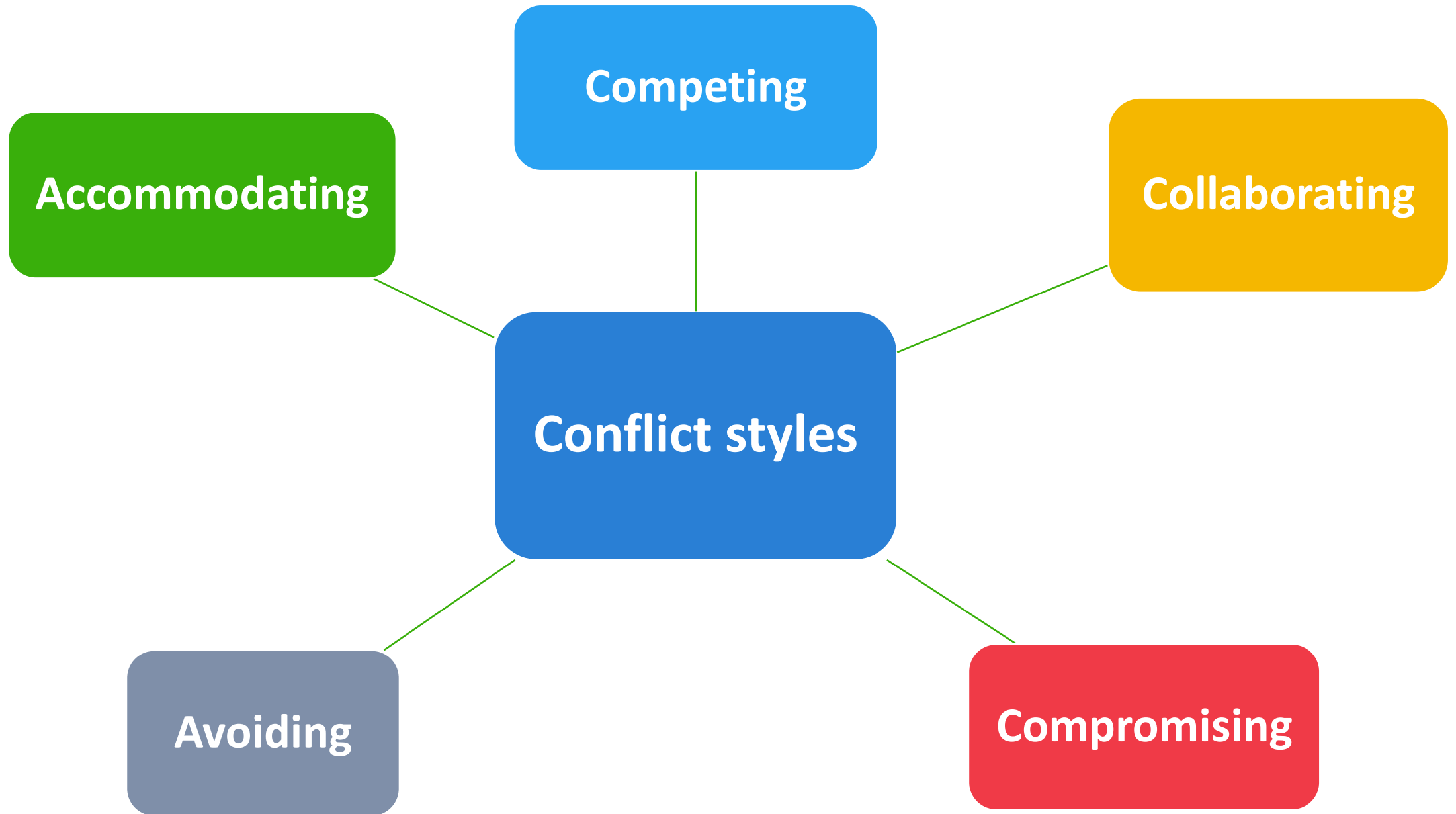
## Conflict model


### Thomas-Kilmann Conflict Mode Instrument (TKI)

Identified 5 conflict resolution styles:

- Competing
- Collaborating
- Compromising
- Avoiding
- Accommodating







# How can we manage and resolve conflict?

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- By using active listening skills
- Regulating our emotions
- Use negotiation strategies
- Increase assertiveness
- Use de-escalation techniques

# Active listening skills

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Open discovery questions



Reflections



Empathy



Eye contact



Non-verbal cues



Summarising



Withholding judgement



Avoiding interruptions



Affirmations

# Example of an active listening conversation

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**Alex:** Taylor, I've noticed that there's been a breakdown in communication regarding our project tasks. I feel like some team members are not pulling their weight, and it's impacting the project's progress.

**Taylor:** Yeah, I've noticed that too. I just want to make sure I understand the specific challenges you're facing. Can you provide examples or share more details about instances where communication broke down or team members didn't contribute as expected?

**Alex:** I've just noticed that Hayley seems to be taking on a lot of the project management side of things whilst also acting as the intermediary between the client and ourselves, whilst Mike only seems to be working on the presentation. I don't think it is fair to the team to have such an unbalanced workload.

**Taylor:** I can see why this situation is concerning. It's frustrating when one team member seems to be taking on the majority of the workload. Let's work together to address this.

**Alex:** I think if we can address these communication gaps and redistribute tasks more effectively, we can get back on track.

**Taylor:** I hear you suggesting a solution that involves addressing communication gaps and redistributing tasks. Can you share any ideas you have in mind?

**Alex:** I think sitting down as a team and looking at the project planning document would help.

**Taylor:** That sounds like a great plan, let's get a date in the diary now to go through it with the team.



# Emotional regulation

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- Take a couple of deep breaths
- Pause and reflect
  - Ask yourself these three questions:
    - “If I was addressing this person about the same situation, does the core of the argument hold any truth?”
    - “If I remove the emotional delivery, is the message true?”
- Establish some boundaries
- Distract yourself





# Assertiveness

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- Use “I” statements
- Practice using eye contact
- Practice saying “No”
- Rehearse conversations or visualise yourself
- Celebrate your success





## What do you think being assertive looks like?

knowing your boundaries

Being clear about your own feelings and thoughts

Putting your points across in a professional way and sticking to facts to back up an argument

Knowing what you want/need

Being clear in what you are requesting

would be able to say no to people

Being confident and saying what you mean, expressing yourself clearly with due respect for all in the room

Clear communication, standing up for your beliefs and needs. Setting boundaries

Confidence  
Forceful  
Direct communication  
Firm but clear voice

Being clear in conversation, honestly

Setting boundaries and calmly reinforcing them

Setting boundaries and rules

Confidence in one self

confidence of self without the need to damage others and conveying self in a balanced and understanding manner. Not attempting to compete but to bring about a resolution.

Trying to stay composed

using I in conversation, being clear in discussions, listening and responding clearly

# Negotiation

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1

Identify the  
root cause

2

Choose how  
you want to  
respond

3

Find mutual  
gains

4

Follow through  
on any plans



## **Escalation**

- Establish consequences
- Involve someone higher up
- Seek professional mediators

## **De-escalation**

- Use “we” language
- Find common ground
- Acknowledge and validate feelings
- Focus on the future

## When do you think you might need to use escalation techniques?

Increased hostility

Approaching deadlines  
and no resolution yet

Involve higher up  
Mediation

If an inappropriate treatment  
has been carried out that  
impacts the patient

Obtaining authority

Bullying by team members.  
Staff member being  
disrespectful to me as their line  
manager.

Involve managers  
mediation

where poor behaviour is  
persistent

when it is beyond my scope

Safeguarding issues

safeguarding

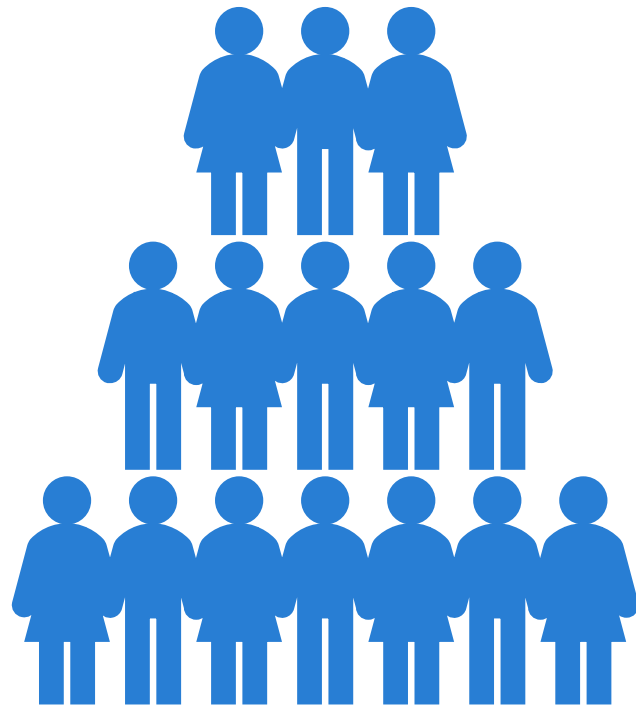
Risk

when your boundaries are not  
respected and the person  
refuses to collaborate

pattern of bullying

mental health red flags

Compromised safety



## Scenario: Project Responsibility Allocation

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- **Sarah's Perspective:** Sarah believes that the team should divide responsibilities based on individual expertise, with each member handling tasks aligned with their strengths. She feels that this approach will result in a more efficient and successful project.
- **Alex's Perspective:** Alex, on the other hand, thinks that responsibilities should be distributed evenly among team members to ensure a balanced workload and promote skill development. Alex values collaboration and wants everyone to contribute equally to the project.

## How would you resolve the conflict?

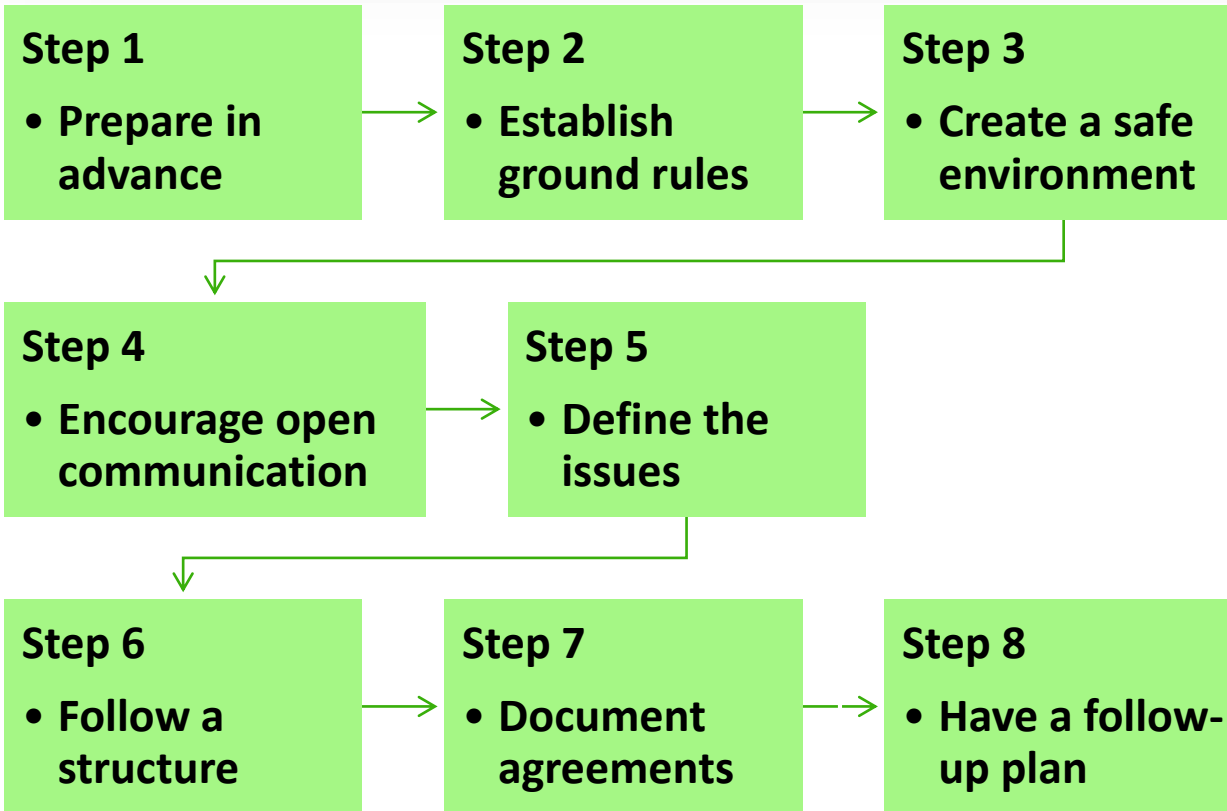
<p>Holding a team meeting and listen to team point of view</p>	<p>Empathise with each others' point of view and recognise the pros of each Open discovery questions to better understand each other's view</p>	<p>Active listening skills. Empathy Reflection</p>	<p>Collaboration</p>
<p>Further discussion to provide and understanding for each viewpoint</p>	<p>Negotiate</p>	<p>Listen to both side, and come to meet half way on both sides</p>	<p>Discuss and compromise</p>
<p>Seek a compromise</p>	<p>Get the team all trained so they can do the work. Mentoring from team members who are trained. All will be involved and gain skills.</p>	<p>I think they do have similar goals; they both want the project to go well in terms of success and collaboration. I think if they were able to listen to each other actively and negotiate.</p>	<p>Listen to both and say they are both are valuable . Allocating more training to distribute works equally</p>
<p>Use we, and growing teams skills.</p>	<p>Ask the members of the team how they feel.</p>	<p>Getting second opinion</p>	<p>common groundwhat does the project requires and what is the best way to work</p>



# Group conflict facilitation



# How to facilitate a group conflict resolution meeting





# Evaluation

Please fill out our quick  
evaluation survey:

<https://forms.office.com/e/mvw>

[Umh8vg8](https://forms.office.com/e/mvw)

Thrive LDN Conflict Resolution  
Workshop Evaluation Form





# Questions

# Workshop dates

- **Resilience Workshop 3 BSL**  
**INTERPRETER - Mon 4 March**  
**11am-11:45am**

