**Moving from Problem to Solution: Assignment Two**

**Intro Leadership**

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**Types of conflict**

Within people (intrapersonal)

Between people (interpersonal)

Within groups (intragroup)

Between groups (intergroup)

**Conflict Styles**

Avoiding

--Issue and relationship both are insignificant.

Accommodating

--Relationship is more important than the issue.

Forcing

--The issue is more important than the relationship.

Compromising

--Cooperation is important (give a little, get a little).

Collaborating

--Relationship and issue are both important (takes more time)

Which conflict style do you utilize the most? Why?

**Conflict Outcomes**

Win-Win

Win-Lose

Lose-Win

Lose-Lose

Watch the video at the following site and write down your thoughts about the conflict styles utilized. How did they ‘move to the middle’ at the end? https://www.youtube.com/watch?v=\_X\_AfRk9F9w

Think of a recent conflict you’ve been in. Think about the conflict style you utilized in the situation and answer the following questions (keeping in mind I will be reading the answers):

What was the conflict and what happened?

How is this conflict style working for you?

What are your needs, and are they being met?

Are there situations in which you change your conflict style? (In other words, are conflict styles situational?) Explain.

**Here’s the thing….we all think we’re right when we are in a conflict. The tricky part is getting past the need to be right and getting to the need to understand. The space in the middle is where we need to reach.**

As you watch the YouTube clip on conflict, write your notes and thoughts here. Include the definition of conflict, management of conflict, and steps towards resolution.

<https://www.youtube.com/watch?v=KY5TWVz5ZDU>

**Bias**

--A preference that affects judgment

**Prejudice**

--Acting on a bias; choice based on bias

**Assumptions**

--Something that you accept as true without question or proof

As we understand others’ perceptions, we realize that we all have biases. Everyone has different backgrounds, experiences, family dynamics, etc., and so everyone has different perceptions of reality. Being aware of our unique perceptions and others around us enables us to be aware and respect others’ differences.

Not everyone thinks alike. People come from different experiences, families, and backgrounds and therefore have a unique point of view or perception that may not look exactly like someone else’s. Understanding this is key to resolving conflict.

Where do you think you show bias? Gender? Age? Ethnicity?

**Hints for dealing with conflicts on a one-to-one basis**

**(Take these and rank 0-10 how well you use these strategies. (Zero=never, Ten=always)**

**\_\_\_\_\_TAKE TIME TO COOL OFF**

Issues can’t be dealt with unless emotions are worked through. In both individual and group situations, the long-term relationship is generally more important than the conflict. Also, the process of conflict resolution is as important as the content. A resolution in which one party is the winner and the other party is the loser is no resolution.

**\_\_\_\_\_\_THINK ABOUT THE PERSON AS A PERSON**

This helps to break down role stereotypes.

**\_\_\_\_\_\_KNOW YOUR AIM**

Knowing what is important to you in the conflict and stating it clearly makes it more likely that your needs will be met and that the conflict will be resolved.

**\_\_\_\_\_\_TRY TO UNDERSTAND WHAT THE OTHER PERSON IS SAYING**

Listening, paraphrasing, and good feedback show concern for the other person, which, in turn, facilitates communication, defuses conflict, and lowers tension.

**\_\_\_\_\_\_FIND SOMETHING YOU CAN AGREE ON**

Use this as a basis from which to work through the problem.

**\_\_\_\_\_\_BE SPECIFIC WHEN YOU INTRODUCE A GRIPE**

Don’t just complain. Ask for reasonable changes that will relieve the gripe. Confine yourself to one issue at a time.

**\_\_\_\_\_\_ASK FOR AND GIVE FEEDBACK ON MAJOR POINTS**

This serves to make sure you are heard, and to assure the other person that you understand what he or she wants.

**\_\_\_\_\_\_NEVER ASSUME**

That you know what the other person is thinking until you have checked out the assumption. Do not predict how he or she will react or what he or she will accept or reject.

**\_\_\_\_\_\_FORGET THE PAST AND STAY WITH THE PRESENT**

Changes can’t be retroactive, but you can have an impact on the future.