

Definitions

Conflict –

"a struggle between opposing principals or aims – a clash of feelings or interests – such a clash as a source of dramatic action – to be at variance" Webster's Dictionary

Webster's Dictionary

Or

“a disagreement through which the parties involved perceive a threat to their needs, interests or concerns.”
(ohrd/wisc/edu)

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The Benefits

- Increased understanding
- Increased group cohesion
- Improved self-knowledge

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The Danger

- Personal animosity
- Lack of teamwork
- Demits

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Resolution Styles - TKI

Thomas-Kilmann Conflict Mode Instrument
Conflict Resolution Styles:

- 1. Competition
- 2. Collaborative
- 3. Compromising
- 4. Accommodating
- 5. Avoiding

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Resolution Styles - TKI

Ideally you can adopt an approach that:

- Meets the situation
- Resolves the problem
- Respects people's legitimate interests
- Mends damaged working relationships.

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How to Avoid Conflict

- 1. Ensure Communication
- 2. No surprises
- 3. Avoid backroom politics
- 4. Avoid sarcasm

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Tips to Resolving Conflict

- 1. Plan a face-to-face
- 2. Gather information
- 3. Remain calm
- 4. Identify the issue at hand
- 5. Avoid interrupting
- 6. Listen attentively
- 7. Seek to understand and to be understood
 - "If you go into a situation with both guns blazing, someone is going to get shot. It may be you."

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Tips to Resolving Conflict

- 8. Avoid personalizing
- 9. Acknowledge the other person's opinion.
- 10. Seek common ground
- 11. Listen more than you talk
- 12. Be aware of body language and tone
- 13. Confirm a decision or course of action so that all understand
- 14. Time-outs
- 15. Use a moderator if required

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Using a Moderator

Within Lodge

- The Master

Amongst Individuals

- A neutral and trusted Brother

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