

# Conflict Resolution

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- Wherever two or more people come together, there is bound to be conflict.

**six-step process that they can use and modify to resolve conflicts of any size.**

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- Crucial conflict resolution skills, including dealing with anger and using the Agreement Frame.
- *Where all think alike, no one thinks very much.*

*Walter Lippmann*

- •Conflict is always negative.
- •Conflict is always violent.
- •Conflict is inevitable.
- •Anyone can experience conflict.

- People often assume that conflict is always negative. This is not true!
- People are inherently different, and conflict simply happens when those differences come to light.
- With a conflict resolution process, people can explore and understand those differences, and use them to interact in a more positive, productive way.
- *Great ideas often receive violent opposition from average minds.*  
*Albert Einstein*

- **What is Conflict? (I)**

- The Random House Dictionary defines conflict as, “to come into disagreement; be contradictory, at variance, or in opposition; clash.”
- Remember, everyone experiences conflict –it’s how you deal with it that matters.

- Conflict can also be healthy.
- Two companies vie for the top market share of a particular product
- Several sales teams work to get first place
- Six hockey teams work towards winning a championship

- The term “conflict resolution” simply means how you solve conflicts.
- Common conflict resolution terms include:
  - –Mediation
  - –Mediator
  - –Dispute
  - –Apparent Conflict
  - –Hidden Conflict

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- **Understanding the Conflict Resolution Process**

- Conflict can come in many forms, and the process will help in any situation.

- On the next slides, you can find a brief overview of how to resolve conflict.

- Step-1

- Create an Effective Atmosphere

- •Neutralize Emotions

- •Set Ground Rules

- •Set the Time and Place

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# Step-2

- Create a Mutual Understanding
- Identify Needs for Me, Them, and Us

# Step-3

- Focus on Individual and Shared Needs
- Find Common Ground
- Build Positive Energy and Goodwill
- Strengthen the Partnership

# Step-4

- Get to the Root Cause
- Examine Root Causes
- Create a Fishbone Diagram (for complex issues)
- Identify Opportunities for Forgiveness
- Identify the Benefits of Resolution
- Generate

# Step-5

- Generate Options
- Generate, Don't Evaluate
- Create Mutual Gain Options and Multiple Option Solutions
- Dig Deeper into the Options

## Step-6

- Build a Solution
  - Create Criteria
  - Create the Shortlist
  - Choose a Solution
  - Build a Plan