

CONFLICT

Resolve To Resolve It

Conflicts are unhealthy as they eat up too much of time and energy. They create negative feelings in the system and tend to pull the morale down.

Conflicts are healthy as they create new possibilities. They help us look at different perspectives. The evaluation of the pros and cons becomes possible.

The positive energy of conflict can be harnessed by following four simple steps.

Identify: Don't let it go unnoticed and become a silent sucker.

Confront: Get face to face with it. Shying away won't work. Wage a war.

Analyze: Understand the root cause. Don't just stay at the surface. Dive deep. You may be in for a surprise.

Resolve: This is easy. The desire to resolve, courage of conviction and a few simple methods. That's it.

Read on...

IDENTIFY

Not all conflicts will come to your table for dissection on their own. Keep a strict vigil and look for following symptoms.

Disengagement

Negativity

Sarcasm

Nitpicking

Criticism

Hostility

Interestingly, the symptoms above are applicable to both intrapersonal and interpersonal conflicts.

CONFRONT

Once you are aware of the presence of the conflict through cognition or sensing, take it head on.

If it is an intrapersonal one, set aside some time to sort it out. Take it up on high priority. Split yourself into two people, each representing one side. Get going with the next two steps.

For interpersonal conflict, get the relevant parties together and get cracking. Don't rest until the next two steps are successfully completed.

ANALYZE

It is important to understand the origin of conflict. There could be three possible origins.

Objectives Mismatch: The concerned parties may have a different understanding of the objectives of the exercise, project or function.

Information Mismatch: They may be operating with different sets of data, information or perceptions.

Personality Mismatch: It could be a clash of personalities or styles. One may not like the other. Thankfully, the intrapersonal conflicts typically don't fall in this segment.

RESOLVE

Objectives Mismatch

Make the two parties independently write down the perceived objectives of the exercise, project or functions.

Ask them to share the perceived objectives with each other. Help them understand the gaps.

Work with them to arrive at a common set of “SMART” objectives that both of them would work towards.

Monitor the progress very closely for next few days or weeks in joint review meeting. Don't hold yourself back and provide feedback promptly.

RESOLVE

Information Mismatch



Have the two parties work out a common format and criteria to capture, collect and collate information.

Standardize the units, formulae, reports and presentations.

Ensure that both parties tap into the same sources to capture and collect data, information and perceptions.

Review the collated information and reports rigorously in the first phase. Help them fine tune the input and output. Continue the process till you are sure that both of them are carrying the same figures and feelings with them.

RESOLVE

Personality Mismatch

There are times when two people find it difficult to work with each other due to personality or style differences. Their values or thought processes may be different leading to a conflict situation.

Firstly, carry out the steps suggested for conflicts due to Objectives and Information mismatch as described on previous pages.

Assist them to set behavioral norms which are acceptable to both and shall help them work together.

Monitor closely for sometime till they discover the better side in each other.

CONFLICTS

**They are like nightmares.
They can only bother you
till you are asleep.**

Wake up.

Take charge.

Understand them.

Resolve them.

Live life happily ever after!

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