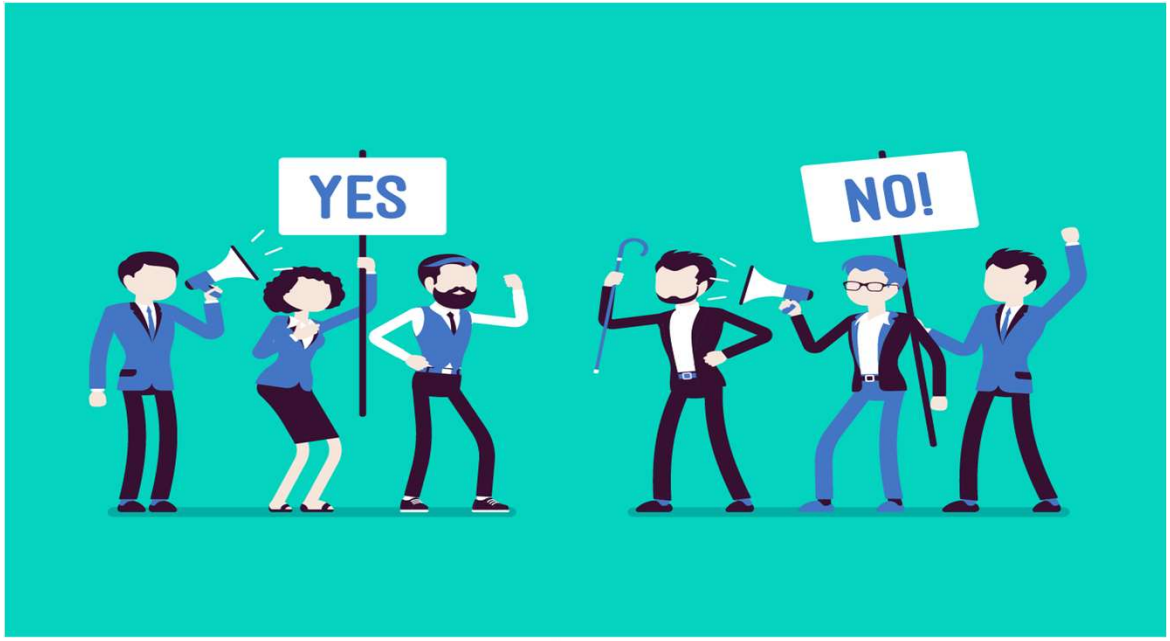
JEST FOR SCHOOLS

Getting Comfortable with Conflict



CONFLICT AND YOU

Do you avoid conflict?

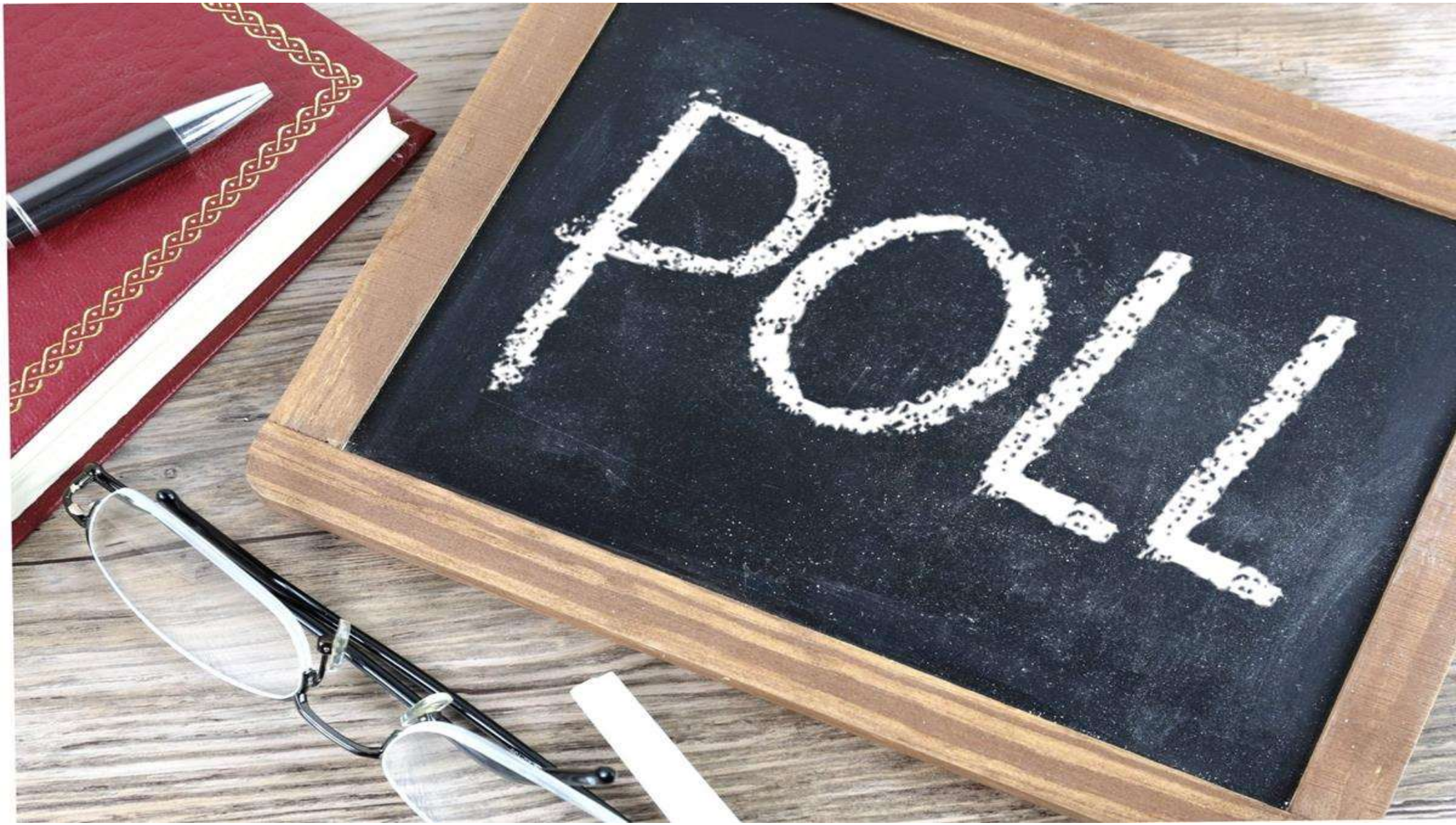
Do you find yourself feeling uncomfortable just thinking about conflict?

Do you see people who handle conflict well, and wonder what their secret is?

Emily Re

- ✓Emily is passionate about helping people to live productive and positive lives both in and out of work.
- ✓Bachelor of Teaching, Bachelor of Arts (Sociology), 15+ years in various education roles and holds Accreditation in the DISC Model of Human Behaviour

PS… *with a husband, 4 children and 4 step-children and lots of Neurodiversity thrown in, Emily knows first-hand about conflict!*


POLL

- **At least 50% of Australian workers** have experienced one or more serious incidences of conflict or other negative impacts at work.
- **41%** have had conflict with a co-worker, boss, manager, or direct report
- **30%** rate their workplace environment as either cynical or toxic.

The Australian results could be worse a benchmark international study found 85% of employees experience workplace conflict to some degree.

Sources: *Effectively managing and resolving employee conflict - MyHR AU and CPP Global Human Capital Report 2008 via www.themyersbriggs.com*

Understanding Your Conflict Resolution Style

Understanding your own **conflict resolution style** is crucial for effectively navigating the situations we will inevitably find ourselves in.

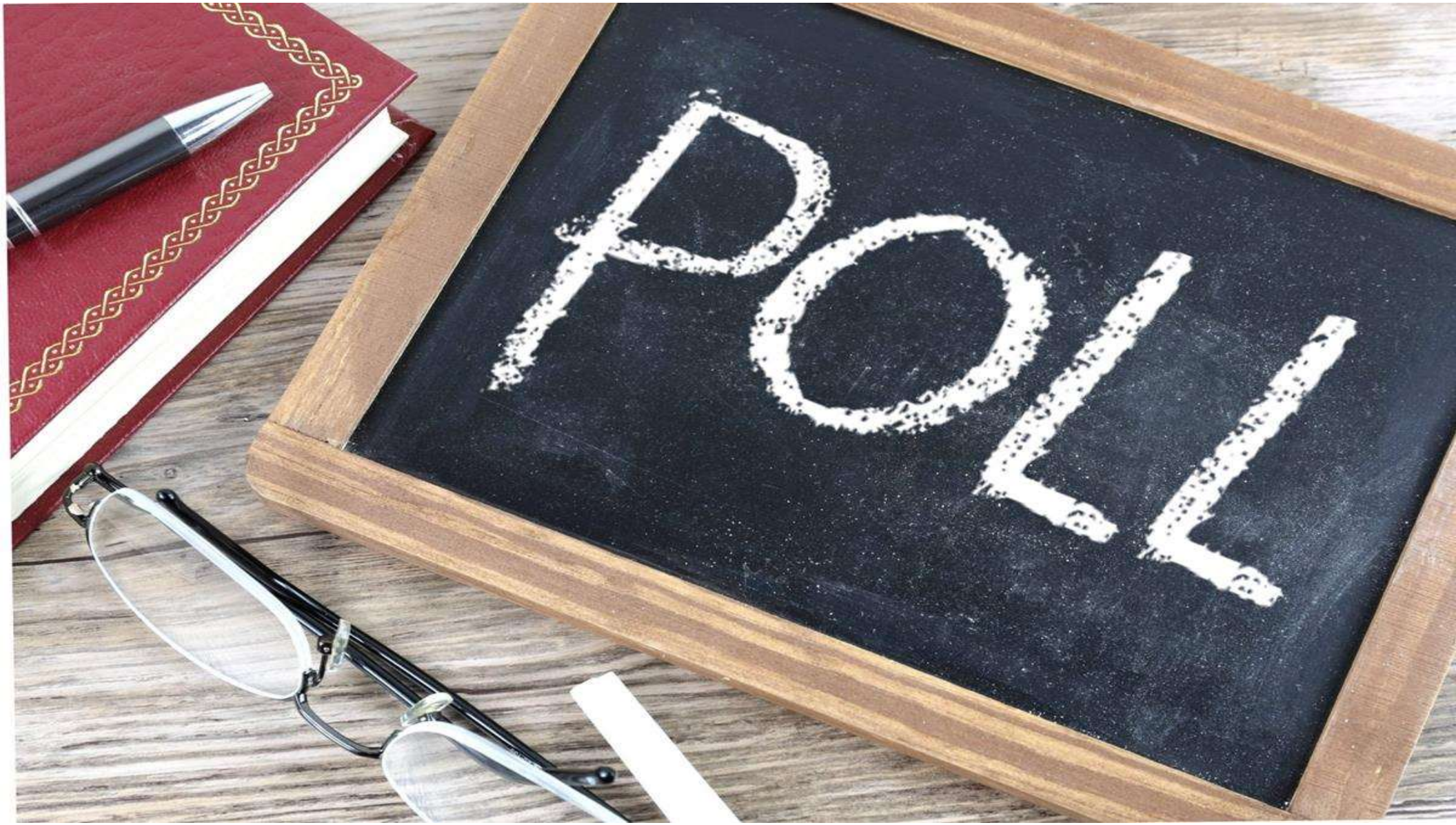
It allows you to:

- **Identify your strengths and weaknesses**
  In communication and conflict resolution.
- **Recognise the styles of others**
  And adapt your approach accordingly.
- **Choose the most appropriate strategy**
  For the situation at hand.

5 Conflict Resolution Styles

Style	Outcome	Method
Competitive	Win/Lose	Confrontation
Compromise	Draw/Draw	Suboptimal
Co-operative	Win/Win	Problem Solving
Accommodation	Lose/Win	Capitulation
Avoidance	Lose/Lose	Withdrawal

Source: 'Leadership At Work'- Robert J. Re


POLL

Consequences of avoiding a difficult conversation

Assertiveness Is The Way

(vs Aggression or Submissiveness)

Aggressive	Assertive	Submissive
Put others down	Shows respect	Puts self down
Blame	Is accountable	Guilt
“You should…”	“We could….”	“I should….”
Threatens	Collaborates	Retreats
Own needs	Own and others needs	Others needs
Win/Lose	Win/Win	Lose/Win

Source: *‘The 7 Habits of Highly Effective People’-Stephen R. Covey*

Is Conflict Inherently Negative?

While it can be uncomfortable and stressful, conflict can also be an opportunity for growth and positive change.

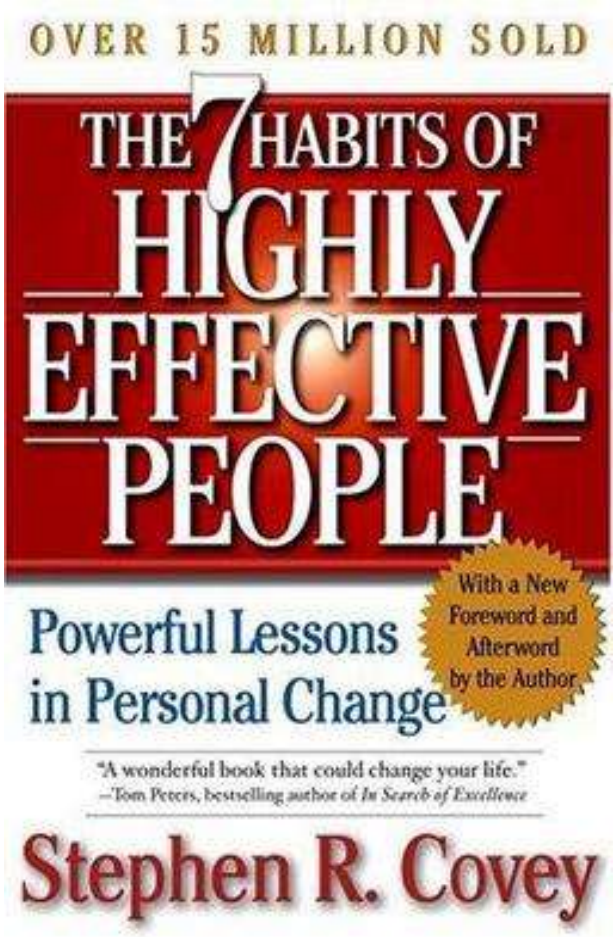
The first step to navigating the waters of conflict with confidence is to develop your level of Self-awareness.

Reframe What Conflict Means To You

"Peace is not the absence of conflict; it is the ability to handle conflict by peaceful means." ***Ronald Reagan***

"For good ideas and true innovation, you need human interaction, conflict, argument, debate." ***Margaret Heffernan***

Resource



Habit 4:

Think Win/Win

Habit 5:

Seek First to Understand, Then to Be Understood

Your Next Step

Getting Comfortable with Conflict

3-hour Session

(Includes 15 min break)

Suitable for all ESS and Teaching Staff

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Want More Help?

Type **‘I Want More’** in the chat box

Give Yourself The Gift of Confidence

85% of employees experience workplace conflict to some degree.

Learn your conflict resolution style and strategies, so that conflict no longer leaves you feeling anxious, exhausted, or avoidant.

Sources: *Effectively managing and resolving employee conflict - MyHR AU and CPP Global Human Capital Report 2008 via www.themyersbriggs.com*