

Managing and resolving conflict

9 OCTOBER 2019

The webinar will begin shortly...

Business & Management
60 minute webinar: Managing and resolving conflict



Chris Burton

MANAGING AND RESOLVING CONFLICT

PROVIDING LIFELONG SUPPORT TO PAST AND PRESENT ICAEW MEMBERS AND THEIR FAMILIES

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'I'm so grateful for all of the support that CABA has given, and continues to give to me. I would recommend them to anyone feeling that they could do with career or personal support.'

Freya

'This experience completely opened my eyes to the support available to people in this profession. CABA is there for everyone, not just those in desperate need.'

James

IN THIS WEBINAR WE WILL DISCUSS...

- What conflict is and how to recognise it
- How to deal effectively with and safely resolve conflict situations

SO, WHAT IS...



CONFLICT

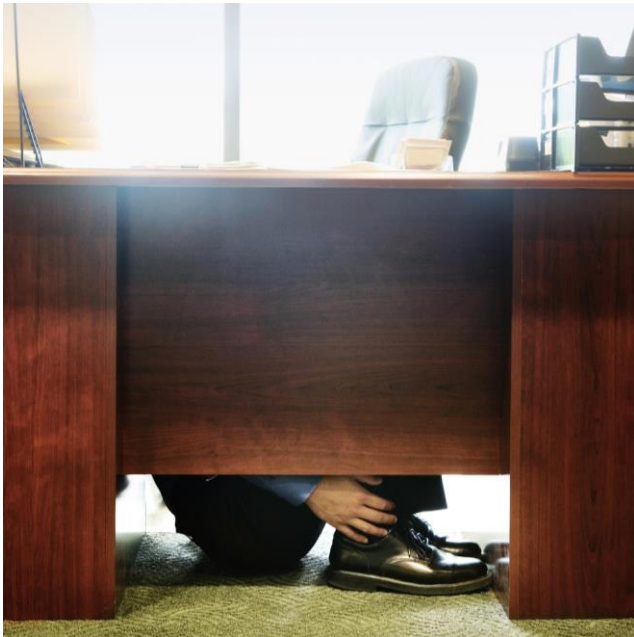
WHAT IS CONFLICT RESOLUTION?



CONFLICT 101

- A conflict is more than just a disagreement
- Conflicts continue to fester when ignored
- We respond to conflicts based on our perceptions
- Conflicts trigger strong emotions
- Conflicts are an opportunity for growth

HOW DO YOU RESPOND TO CONFLICT?



THE ABILITY TO SUCCESSFULLY RESOLVE CONFLICT DEPENDS ON YOUR ABILITY TO:

- Manage stress quickly while remaining alert and calm
- Control your emotions and behaviour
- Pay attention to the feelings being expressed
- Be aware of and respect differences

NONVERBAL COMMUNICATION AND CONFLICT RESOLUTION

- Be aware of your own body language and present a non-threatening, open stance
- Keep good eye contact but ensure this does not appear confrontational
- Move slowly and steadily. Try to keep physical movements calm
- Respect personal space
- It's okay to walk away if you feel threatened

TIPS FOR MANAGING AND RESOLVING CONFLICT

1. Listen for what is felt as well as said
2. Make conflict resolution the priority rather than winning or “being right.”
3. Focus on the present
4. Pick your battles
5. Be willing to forgive
6. Know when to let something go

THE “THOMAS-KILMANN CONFLICT MODE INSTRUMENT”

1. Competing
2. Avoiding
3. Accommodating
4. Compromising
5. Collaborating

IS HUMOUR OKAY?



3 FINAL TIPS TO IMPROVE YOUR CONFLICT RESOLUTION SKILLS...

1. Use active listening and communication skills
2. Stay calm and recognise the conflict
3. Maintain a positive attitude



AND FINALLY... SOMETIMES THINGS
CANNOT BE RESOLVED AMICABLY OR
SATISFACTORILY, KNOW THAT YOU HAVE
DONE YOUR BEST.

The serenity prayer:

Grant me the serenity to accept the things I cannot change,
the courage to change the things I can, and the wisdom to
know the difference

Reinhold Niebuhr (1892–1971)

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21 October

The Macpherson Report – lessons for the private sector
20 November

Practical Excel tips
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Free 20 minute webinars – 12.30pm

Five key questions all boards should ask about fraud
16 October

Top tips on powerful presentations
6 November

Free 10 minute webinar – 12.30pm

Networking for serious thinkers
11 November

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15 October

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26 November

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THANK YOU FOR ATTENDING

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