



UNIT SIX EXPRESS YOURSELF AT
WORK

CONFLICT RESOLUTION

Turn & Talk...Share Out!

HAVE YOU EVER
HAD A
DISAGREEMENT
WITH A FRIEND,
COLLEAGUE, OR
TEACHER AT
SCHOOL/WORK?

Turn & Talk...Share Out!

HOW AND WHEN
DID YOU
RESOLVE THE
PROBLEM?

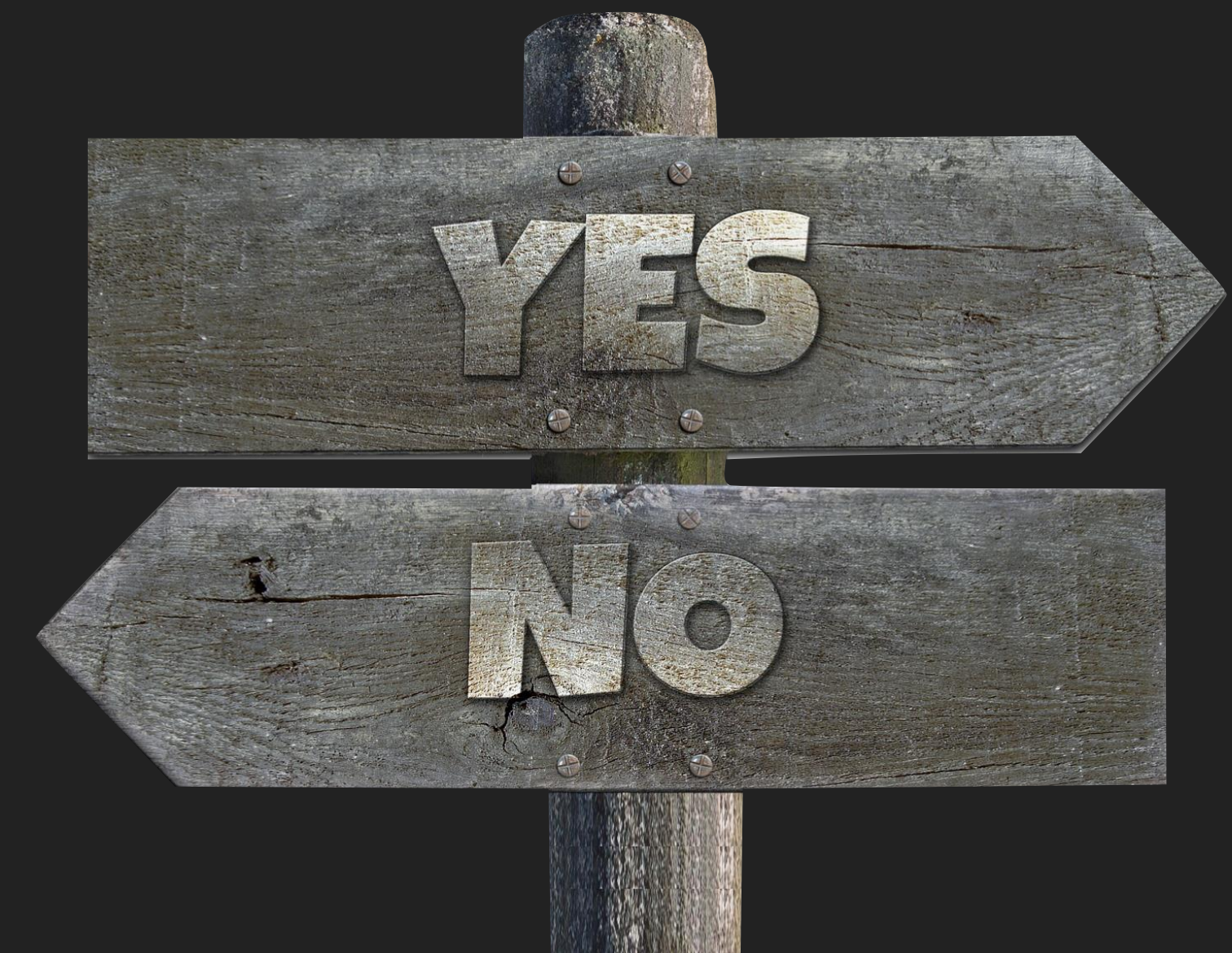
WHAT IS THE PROBLEM AT WORK?

UNADDRESSED CONFLICTS



HOW CAN WE FIX IT?

LEADERSHIP SKILLS, PROBLEM SOLVING ABILITIES &
DECISION MAKING SKILLS



CONFLICT RESOLUTION TECHNIQUES

- ▶ Listen
- ▶ Assemble All Involved
- ▶ Be Impartial
- ▶ Do Not Postpone
- ▶ Promote Teamwork
- ▶ Broadcast Praise

CONFLICT RESOLUTION TECHNIQUES

LISTEN, THEN SPEAK OUT - CLARIFY WHAT THE DISAGREEMENT IS.



CONFLICT RESOLUTION TECHNIQUES

ASSEMBLE ALL INVOLVED - ESTABLISH A COMMON GOAL FOR BOTH PARTIES.



CONFLICT RESOLUTION TECHNIQUES

BE IMPARTIAL - DISCUSS HOW TO MEET THE GOAL WITH BOTH SIDES.



CONFLICT RESOLUTION TECHNIQUES

DO NOT POSTPONE CONFLICT
RESOLUTION - ACT SOON!



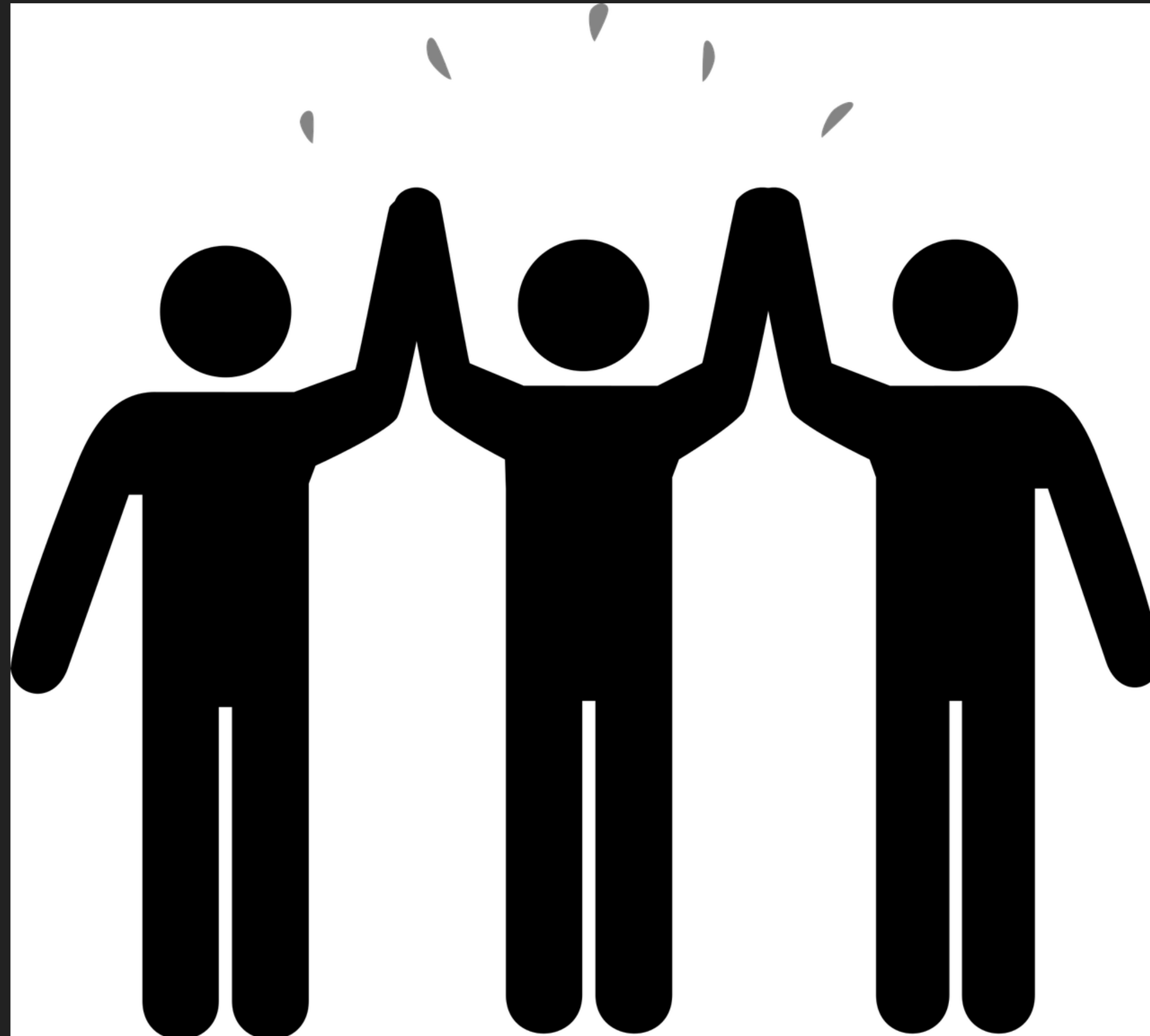
CONFLICT RESOLUTION TECHNIQUES

PROMOTE TEAMWORK - DISCUSS WAYS TO MEET THE COMMON GOAL.



CONFLICT RESOLUTION TECHNIQUES

BROADCAST PRAISE - END WITH A WIN-WIN SOLUTION



VERIFY AND CLARIFY

QUESTIONS

