

WELCOME TO THE

# Leading Through Conflict



# About...

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INDIVIDUAL + ORGANIZATIONAL CHANGE

## Kat Smithhammer



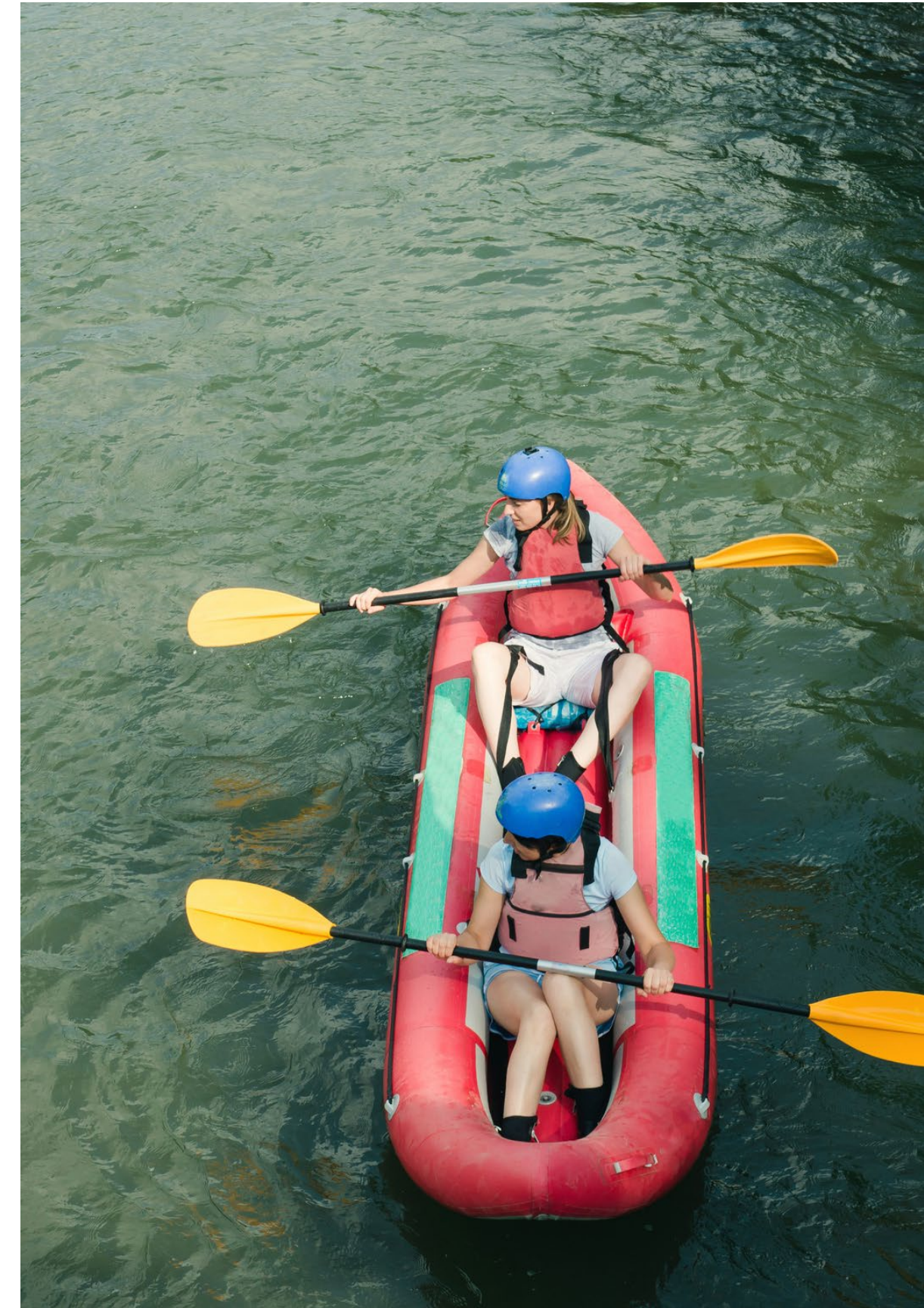


# Leading Through Conflict

Today we'll cover...

- How do you think of conflict?
- Offer AConflict Definition
- Examine Thomas Kilmann Conflict Styles
- In breakouts: Develop Self-Awareness

You will need: paper, pen & phone could be helpful





# Conflict...

What are the first words that come to mind?

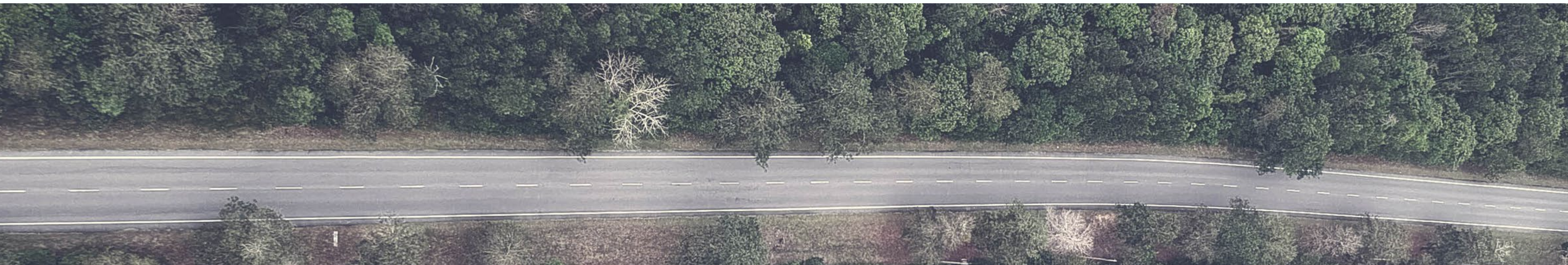




# Conflict Stats

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- 2.1 hrs. / week
- 70% critical skill
- 54% of employees believe managers could do better







CONFLICT

Is the condition in which people's concern  
appear to be incompatible.

Kenneth Thomas

# 10 Questions – Forced Choice



Track your answers for the following...

Compete: #

Accommodate: #

Collaborate: #

Avoid: #

Compromise: #

# Question 1

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**Accommodate:** If the other person's position seems very important to him/her, I would try to meet his/her wishes.

**Compromise:** I try to get the other person to settle for a compromise.



# Question 2

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**Compete:** I try to show the other person the logic and benefits of my position.

**Accommodate:** When approaching negotiations, I try to be considerate of the other person's wishes.




# Question 3



**Accommodate:** I try not to hurt the other person's feelings.

**Collaborate:** I always share the problem with the other person so that we can work it out.





# Question 4

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**Avoid:** I try to avoid creating unpleasantness for myself.

**Compete:** I try to win my position.



# Question 5

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**Compromise:** I propose a middle ground.


**Compete:** I press to get my points made.

# Question 6



**Avoid:** I sometimes avoid taking positions that would create controversy.

**Compromise:** I will let the other person have some of his/her positions if he/she lets me have some of mine.





# Question 7

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**Avoid:** I sometimes avoid taking positions that would create controversy.

**Compromise:** I will let the other person have some of his/her positions if he/she lets me have some of mine.

# Question 8

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**Accommodate:** I might try to sooth the other's feelings and preserve our relationship.

**Avoid:** I try to do what is necessary to avoid tensions.



# Question 9

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**Collaborate:** I attempt to get all concerns and issues immediately out in the open.


**Avoid:** I try to postpone the issue until I have had some time to think it over.

# Question 10



**Collaborate:** I attempt to work through our differences.

**Compromise:** I try to find a fair combination of gains and losses for both of us.





# Tally your answers



Compete: #

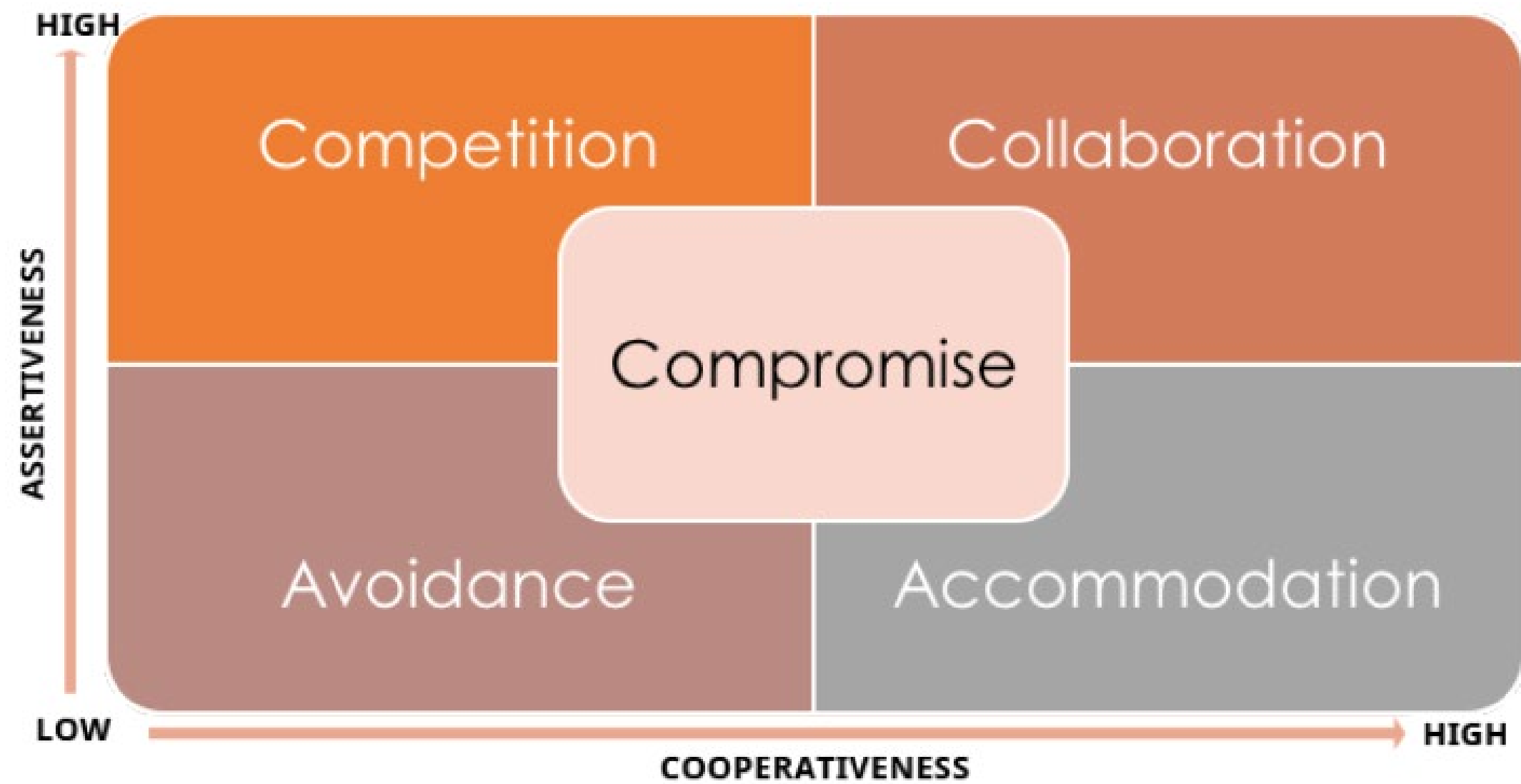
Accommodate: #

Collaborate: #

Avoid: #

Compromise: #






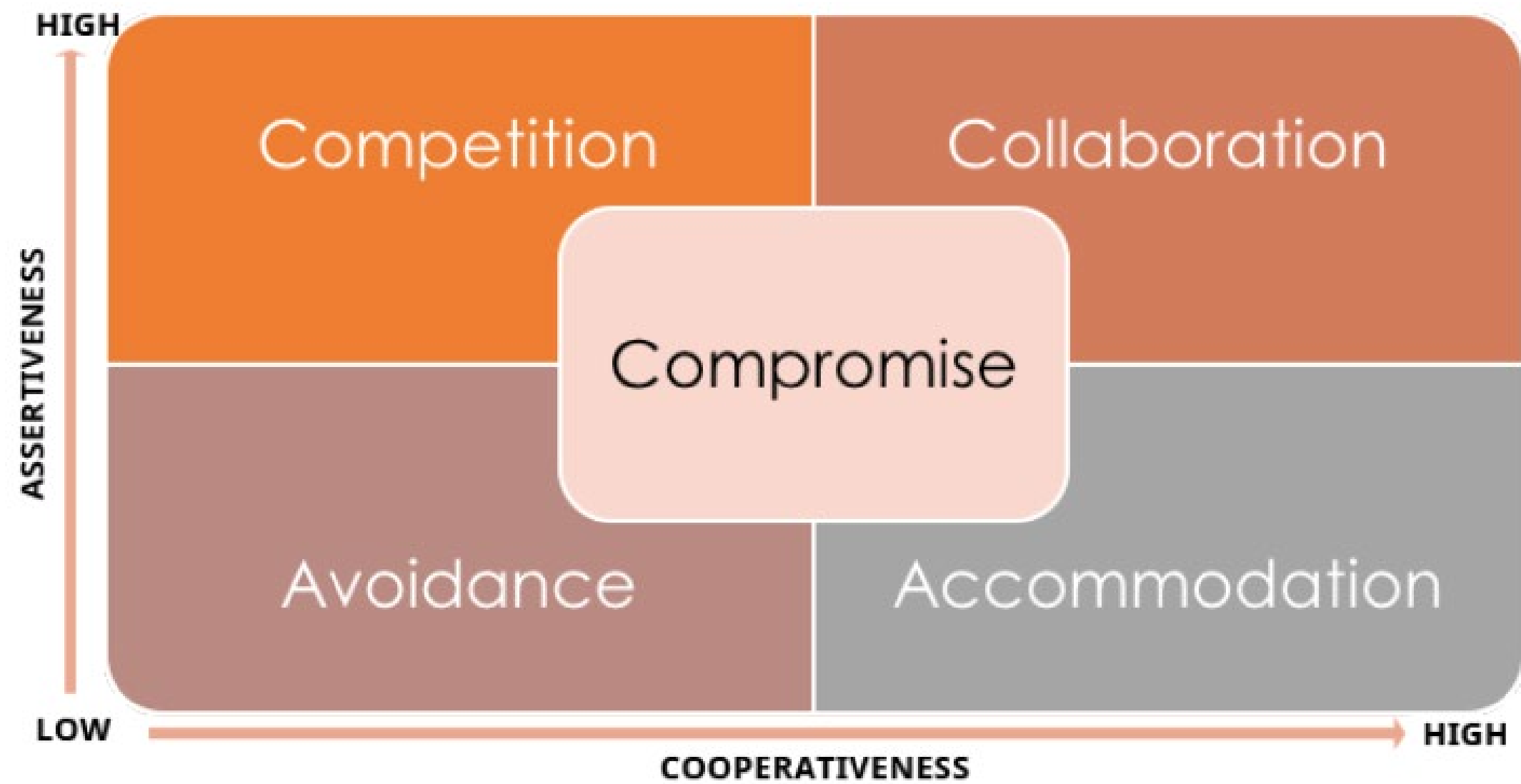


# In Breakout rooms discuss



1. Share the strengths of the style(s) you most tend towards
  2. Share the pitfalls of style(s) you tend towards
  3. What style do you tend to use when you're stressed?
  4. Which style do you rarely use? How may this serve you?
- 







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# Thank you for attending!



## PLEASE FILL OUT A SURVEY FOR THIS SESSION