Resolving Conflict Effectively

What is “CONFLICT”? It isn’t necessarily the same as “FIGHTING”.

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CONFLICT:
Where one person wants, thinks or does one thing, and another prefers a different course of action.
Elicit Concerns

Brainstorm

Par1es

Choose

Hold off on “Solutions”. First determine what each party’s CONCERNS are.

Reframe “Problem”

“Our Goal is to seek a solution that will address the concerns of all parties”

“What Solutions might address ALL the concerns that you have each identified?”

“Which of these solutions that you came up with do you want to try first?”

Collaborative Conflict Resolution

Key Takeaways

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### Conflict: **Key Takeaway #1**

<table>
<thead>
<tr>
<th>Competitor</th>
<th>Accommodator</th>
<th>Compromiser</th>
<th>Avoider</th>
<th>Collaborator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Champions Actions That S/he Believes Lead to Best Results</td>
<td>Builds &amp; Maintains Good Will Among Team Members</td>
<td>Pays Attention to the Practical &amp; Tactical</td>
<td>Maintains Perspective of What Is (and Is NOT) Worth Fighting About</td>
<td>Achieves Results for Which Broad Buy-In Is Most Needed</td>
</tr>
</tbody>
</table>

Each Conflict Style Has **Advantages**

### Conflict: **Key Takeaway #2**

<table>
<thead>
<tr>
<th>Collaborators</th>
<th>Avoiders</th>
<th>Competitors</th>
<th>Compromisers &amp; Accommodators</th>
</tr>
</thead>
<tbody>
<tr>
<td>May over-analyze, persist in trying to reach consensus when it isn’t working or not enough time</td>
<td>May miss meetings, not respond, withhold info, procrastinate</td>
<td>May monopolize discussion, fail to listen, or block decisions they perceive as going against them</td>
<td>May short-circuit analysis and counter-argument in favor of harmony or expedience</td>
</tr>
</tbody>
</table>

Each Conflict Style Also Has **Disadvantages**
Conflict: **Key Take-Away #3**

**Be Self-Aware**
- Know Default Style
  - Recognize Pros and Cons of Your Default Style (& Other Styles)

**Be Context-Savvy**
- Be Aware of Conflict Context
  - Assess Conflict Context to See if Your Style is Optimal Here

**Be Flexible**
- Match Style to Context
  - If Your Default Style Isn’t Best For Context, Adjust & Employ More Optimal Style

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