



Resolving Conflict

How to Succeed with People and Strengthen Your Team

Objectives

- Assess how different dynamics affect communications
- Improve Team communication and strengthen relationships
- Identify Strategies that improve communication and relationships
- Ask the right Questions and Listen to Understand

TOASTMASTERS
INTERNATIONAL®

UNDERSTANDING
CONFLICT

Conflict Definition:

- Conflict is what you get when two or more people have differences, Real or Perceived, that are not resolved.

Conflict Resolution Definition:

- Conflict Resolution is what we do to identify and address conflict in a mature and respectful way.

Types of Conflict:

- 1. Contentious Personalities
- 2. Misunderstanding
- 3. Issues
- 4. Styles of Leadership
- 5. Perception

Leaders Resolve Conflict



Questions a Leader must ask themselves when Dealing with Conflict *(especially in a virtual world)*



What's Going on in Their World at the Moment?



***What's Important
to Them at this
time?***



Am I Listening to Understand or Am I Listening to Defend?

(Yes But.....)



***Have I
Communicated My
Perspective Clearly?
(And Understood Theirs...)***



Questions/Concerns/Answers

