



Module IV. SOFT

Interpersonal
Skills
Course

Topic 6. Collaborate with
others

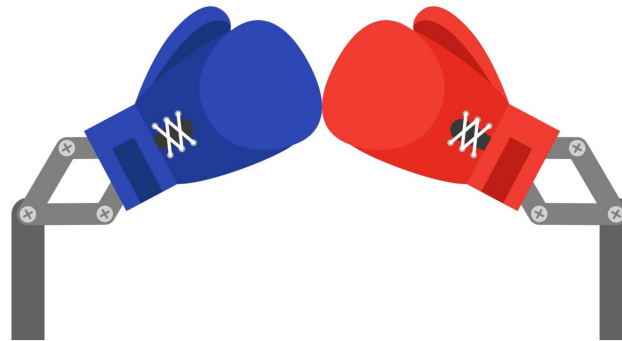
Lesson 4
Conflict resolution



Co-funded by the
Erasmus+ Programme
of the European Union



IN THIS LESSON, WE WILL LEARN TO...



1. IDENTIFY THE **REASONS** OF THE CONFLICT
2. RESEARCH SOLUTIONS TO **RESOLVE** THE CONFLICT
3. **HANDLE** THE CONFLICT



Co-funded by the
Erasmus+ Programme
of the European Union

1. ORIGINS OF THE CONFLICT



When people disagree, creating a situation in which one or both parties perceive a threat (real or not)



It can be individual or involve groups of opposite interests



Is generally motivated by a difference over values, perceptions, motivations, ideas or even desires. Also, it is good to identify the cause of the conflict, as a basis for its resolution



Co-funded by the
Erasmus+ Programme
of the European Union

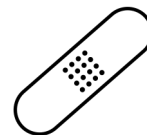


1. ORIGINS OF THE CONFLICT



THE CONFLICT STARTS

With a recognition by the parties involved that there is a disagreement creating a conflictual situation to be solved.



THE CONFLICT RESOLUTION STARTS

When there is a desire from the parties involved to address the issue faced and find a solution to end it.



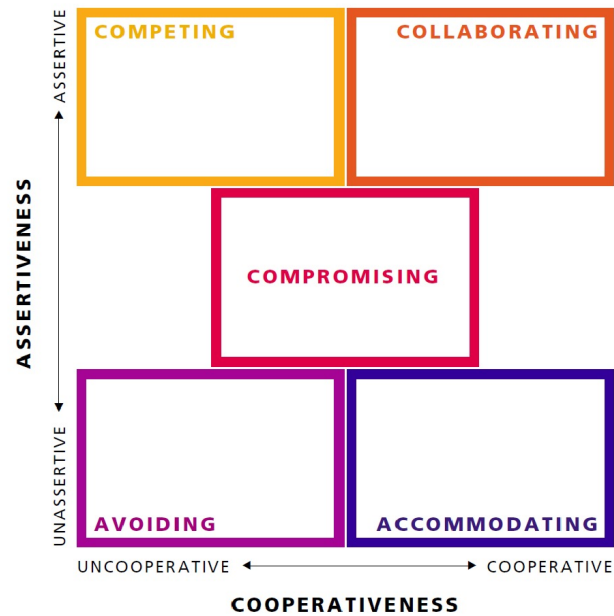
Co-funded by the
Erasmus+ Programme
of the European Union



2. THE FIVE CONFLICT-HANDLING MODES

Shows the main behaviours that people tend to have while facing a conflict, according to 2 basic dimensions:

- The level of assertiveness
- The level of cooperativeness



Co-funded by the
Erasmus+ Programme
of the European Union

2. THE FIVE CONFLICT-HANDLING MODES

COMPETING

This is a power-oriented mode. People put their own concerns above the common interest. It means that one stand for his rights or beliefs and try to win.

COLLABORATING

Is an attempt to work with others to find a solution that will fully satisfy both concerns.

COMPROMISING

Is an intermediate solution, which will be acceptable for both parties, by splitting differences and making concessions for a middle-ground position.

AVOIDING

Avoiding the conflict means not addressing it, just ignoring that it exists, postponing the solution.

ACCOMMODATING

When someone accommodate with a conflict, it means that he accepts a situation, in a kind of self-sacrifice, that goes against his concerns.



Co-funded by the
Erasmus+ Programme
of the European Union



2. THE FIVE CONFLICT-HANDLING MODES



What is important to know is that
WE TEND TO RESPOND TO CONFLICT BASED ON OUR PERCEPTIONS OF THE SITUATION



While looking for a solution, we **WILL THUS NEED TO WORK WITH EMOTIONAL INTELLIGENCE SKILLS** that will help us to better understand the situation and seek a suitable answer.



Co-funded by the
Erasmus+ Programme
of the European Union



3. STEP BY STEP CONFLICT RESOLUTION

1

RECOGNITION OF THE PROBLEM

If one party avoids the conflict, it will make it more difficult to find a solution

2

WILLINGNESS TO ADDRESS THE CONFLICT

If one party avoids the conflict, it will make it more difficult to find a solution.

3

MUTUAL UNDERSTANDING OF THE PROBLEM

4

IDENTIFY THE TRIGGERS

And the deeper reason behind it, elements on which the solution should focus.



Co-funded by the
Erasmus+ Programme
of the European Union



3. STEP BY STEP CONFLICT RESOLUTION

5

SEARCH FOR SOLUTION

If one party avoids the conflict, it will make it more difficult to find a solution.

6

AGREEMENT ON A PLAN

While negotiating the solutions, parties should make sure to agree on a plan for its implementation, with deadlines and follow-up measures.

7

MONITORING THE IMPACT

A good practice is to perform a regular follow-up of the conflict ended through the conflict resolution process, to avoid reminiscences and new arising conflicts.



Co-funded by the
Erasmus+ Programme
of the European Union



4. SOME TOOLS TO BE USED FOR CONFLICT RESOLUTION



ACTIVATING ACTIVE LISTENING AND EMOTIONAL INTELLIGENCE SKILLS



FACILITATION

Facilitators are tools that will help people in the process of discussion and finding agreements.



MEDIATION

Consists in requesting to a third party, considered as neutral by both parties engaged in the conflict, to act as referee.



CREATIVE PROBLEM SOLVING



Co-funded by the
Erasmus+ Programme
of the European Union

CONCLUSION



CONFLICTS

When properly managed, are an opportunity for **GROWTH**

It will enable people to build long-term relationships based on **TRUST**, in a context where individuals feel secure because they know that the relation will survive to eventual new disagreements or challenges.



Co-funded by the
Erasmus+ Programme
of the European Union





Co-funded by the
Erasmus+ Programme
of the European Union

