

Quick Tips on *Conflict Management*

Conflict is inherent when we work in teams. We all possess unique personalities, talents and skills. Thus we sometimes butt heads. Typically the root of conflict is miscommunication or a lack of communication. Our personal and leadership values also impact what we say and do in a team. Unresolved conflict can result in the need for mediation. The mediator can be the group leader, member, advisor, staff person etc. But, how do you know you need a mediator?

- *When two people continually rehash the same issue.*
- *When the emotional level in the group or team is highly charged.*
- *When two people barely get along and their dislike of one another interferes with their work.*
- *When unresolved conflicts are affecting the progress of the group or team.*

Resolving conflict

"Be proactive instead of reactive. Good plans shape good decisions. That's why good planning helps to make elusive dreams come true." -Lester R. Bittel

"Be slow to anger-especially over petty issues. Anger is always more harmful than the insult that caused it." -Chinese Proverb

"Instead of telling people they are wrong, point out mistakes indirectly. A person convinced against his will is of the same opinion still." -Samuel Butler

"Look for some type of common ground as soon as possible. A compromise is the art of dividing a cake in such a way that everyone believes he has the biggest piece." -Ludwig Erhard

"IF YOU FIND THAT YOU ARE IN THE WRONG, ADMIT IT. IT'S EASIER TO EAT CROW WHILE IT IS STILL WARM." -DAN HEIST

Admit one of your own poor decisions before pointing out a similar error by others. A man should never be ashamed to own he has been in the wrong, which is but saying... that he is wiser today than he was yesterday. -Alexander Pope, from *Miscellanies* by Jonathan Swift

Mend fences whenever possible. Never does the human soul appear so strong as when it forgoes revenge, and dares forgive an injury. -E.H. Chapin

CONFLICT HAPPENS!

Learn how to resolve conflict so you and your group can move on.

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- Be slow to anger-especially over petty issues.
- Instead of telling people they are wrong, point out mistakes indirectly.
- If you find that you are in the wrong, admit it.
- Admit one of your own poor decisions before pointing out a similar error by others.
- Mend fences whenever possible.