



# **Conflict Resolution:**

**Creating Collaboration from Difference**

*An LCI Leadership Development webinar*

# Conflict Resolution: Creating Collaboration from Difference

## **Webinar Background**

Learn how to disarm conflict for yourself and other Lions by understanding its benefits, the pros and cons of various strategies and the conflict management best practice of collaboration.

## **Agenda**

- I. Review common causes of conflict
- II. Review five conflict management strategies
- III. Discuss collaboration in detail
- IV. Identify benefits of conflict
- V. Consider the importance of conflict resolution to Lions

## **How to use this workbook:**

- This workbook is meant as an interactive part of the webinar experience. In the pages that follow, selected slides (not all) appear in the same chronological order as the presentation so that you can follow along between the workbook and the presentation and takes notes as you would like. Therefore you may want to print a copy so you can use the workbook in this manner. Or you may type notes electronically in the provided fields.
- At points during the presentation, you may be asked to write your thoughts on the topic being discussed on a particular slide. We have provided you space in the workbook to do so, and the presenters will prompt you when it is time to participate in the exercise.
- The webinar stays within a 60 or 75 minute time frame, so the presentation may move forward before you have had time to complete your ideas; you can always return to the workbook after the webinar is over. The workbook is intended as a tool and a reference, not an “assignment.”
- In addition, we may have hyperlinked related documents and websites in this workbook. Hyperlinks will be underlined and in color.
- Enjoy the webinar!

**COMPLETE THIS QUIZ AND SCORE YOUR ANSWERS PRIOR TO THE WEBINAR.**

We each have our own way of dealing with conflict. The techniques we use are based on many variables such as our basic underlying temperament, our personality, our environment and where we are in our professional career. However, by and large there are five major styles of conflict management techniques. In order to address conflict we draw from a collaborating, competing, avoiding, accommodating or compromising style of management. None of these strategies is superior in and of itself. How effective they are depends on the context in which they are used. Each statement below provides a strategy for dealing with a conflict. Rate each statement on a scale of 1 to 4 indicating how likely you are to use this strategy. **1 = Rarely 2 = Sometimes 3 = Often 4 = Always**

**Be sure to answer the questions indicating how you would behave rather than how you think you should behave.**

1. I explore issues with others so as to find solutions that meet everyone's needs. \_\_\_\_\_
2. I try to negotiate and adopt a give-and-take approach to problem situations. \_\_\_\_\_
3. I try to meet the expectations of others. \_\_\_\_\_
4. I would argue my case and insist on the merits of my point of view. \_\_\_\_\_
5. When there is a disagreement, I gather as much information as I can and keep communication open. \_\_\_\_\_
6. When I find myself in an argument, I usually say very little and try to leave as soon as possible. \_\_\_\_\_
7. I try to see conflicts from both sides. What do I need? What does the other person need? \_\_\_\_\_
8. I prefer to compromise when solving problems and just move on. \_\_\_\_\_
9. I find conflicts challenging and exhilarating; I enjoy the battle of wits that usually follows. \_\_\_\_\_
10. Being at odds with other people makes me feel uncomfortable and anxious. \_\_\_\_\_
11. I try to accommodate the wishes of my friends and family. \_\_\_\_\_
12. I can figure out what needs to be done and I am usually right. \_\_\_\_\_
13. To break deadlocks, I would meet people halfway. \_\_\_\_\_
14. I may not get what I want but it's a small price to pay for keeping the peace. \_\_\_\_\_
15. I avoid hard feelings by keeping my disagreements with others to myself. \_\_\_\_\_

**How to score the Conflict Management Quiz:** As stated, the 15 statements correspond to the five conflict resolution styles. To find your most preferred style, total the points in the respective categories. The one with the highest score indicates your most commonly used strategy. The one with the lowest score indicates your least preferred strategy. However, if you are a leader who must deal with conflict on a regular basis, you may find your style to be a blend of styles.

**Calculate your style scores.**

Style Corresponding Statements: Total:

Collaborating: 1, 5, 7 \_\_\_\_\_

Competing: 4, 9, 12 \_\_\_\_\_

Avoiding: 6, 10, 15 \_\_\_\_\_

Accommodating: 3, 11, 14 \_\_\_\_\_

Compromising: 2, 8, 13 \_\_\_\_\_

My most preferred conflict management style is \_\_\_\_\_.

Do I agree with this result? Why or why not?

In the pages that follow, selected slides (not all) appear in the same chronological order as the presentation so that you can follow along between the workbook and the presentation and takes notes as you would like.

**Agenda**

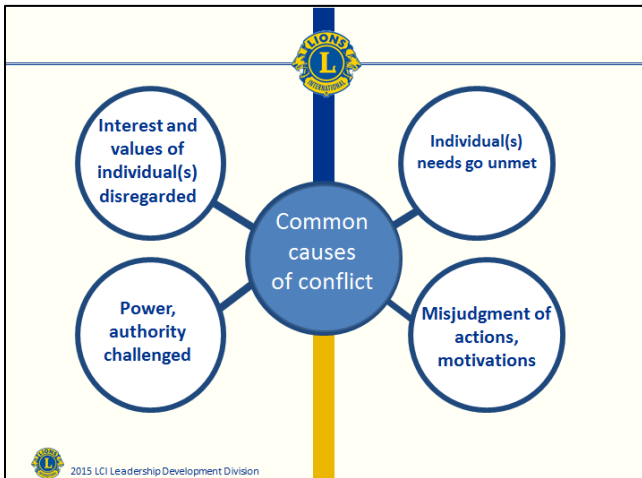
**Agenda**

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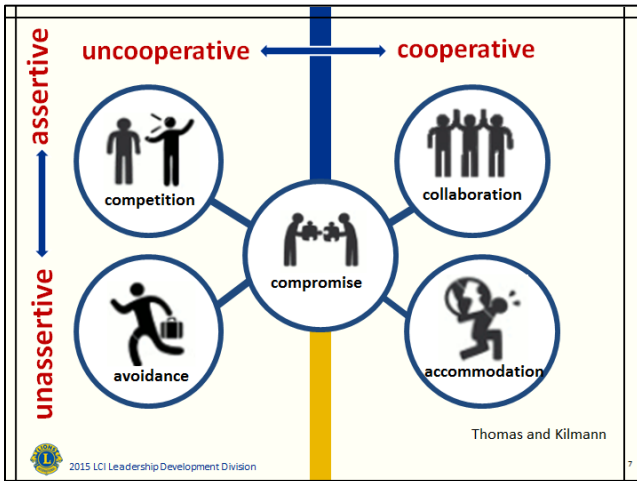
**NOTES:**

**Causes of Conflict**



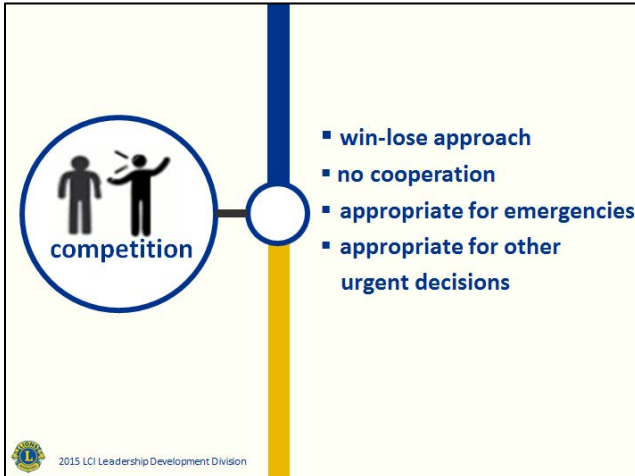
**NOTES:**

**Five Styles of Conflict Management**



**NOTES:**

## Competition



### NOTES:

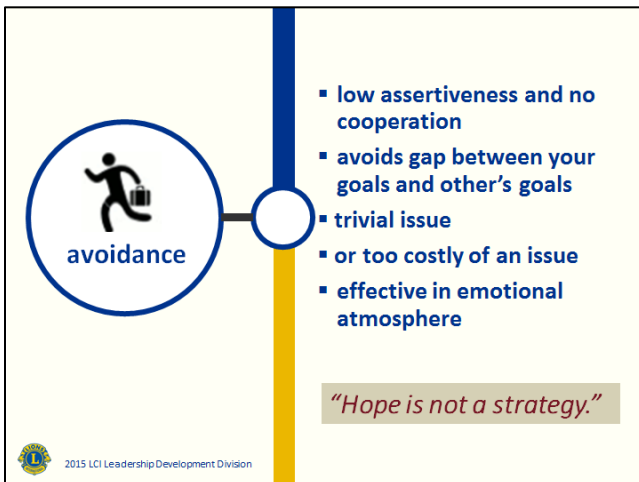
#### Reflection:

*As a Lion, how often do I employ a competing conflict management style?*

*Does competing achieve the best outcome for my Lions club, zone, or district?*

*Would my Lions colleagues agree with my answers?*

## Avoidance



### NOTES:

#### Reflection:

*As a Lion, how often do I employ an avoidance conflict management style?*

*Does avoidance achieve the best outcome for my Lions club, zone, or district?*

*Would my Lions colleagues agree with my answers?*

**Accommodation**

A graphic for 'Accommodation' featuring a vertical bar with a blue top half and a yellow bottom half. A magnifying glass icon is positioned over the word 'accommodation' in a circle. The magnifying glass handle is a blue line that extends upwards to a white circle on the blue part of the bar. The magnifying glass lens is a blue circle containing a silhouette of a person carrying a globe. The word 'accommodation' is written in blue text below the magnifying glass lens.

- needs not asserted at own expense
- effective if the other party is an expert, has best solution
- preserves good future relations

accommodation

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**NOTES:**

**Reflection:**

*As a Lion, how often do I employ an accommodating conflict management style?*

*Does accommodation achieve the best outcome for my Lions club, zone, or district?*

*Would my Lions colleagues agree with my answers?*

**Compromise**

A graphic for 'Compromise' featuring a vertical bar with a blue top half and a yellow bottom half. A magnifying glass icon is positioned over the word 'compromise' in a circle. The magnifying glass handle is a blue line that extends upwards to a white circle on the blue part of the bar. The magnifying glass lens is a blue circle containing a silhouette of two people shaking hands. The word 'compromise' is written in blue text below the magnifying glass lens.

- Middle ground instead of optimal solution
- Often achieves only a temporary solution
- “easy way out”
- collaboration often preferable

compromise

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**NOTES:**

**Reflection:**


*As a Lion, how often do I employ a compromising conflict management style?*

*Does compromise achieve the best outcome for my Lions club, zone, or district?*

*Would my Lions colleagues agree with my answers?*

### Collaboration

- achieves both sets of goals
- win-win style
- reframes the challenge to include all ideas
- requires high degree of trust and often more time

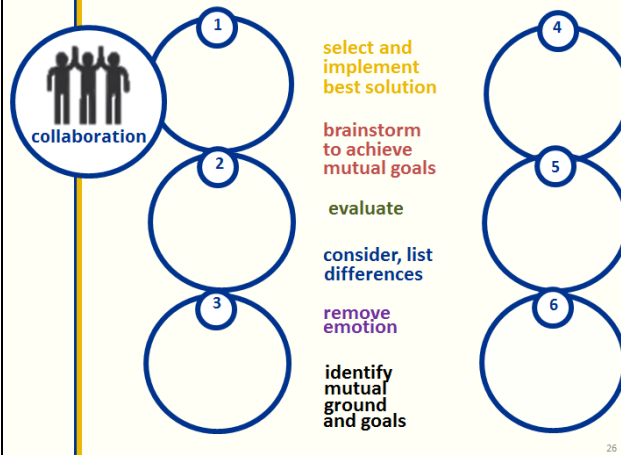


collaboration

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NOTES:

### Steps of Collaboration



1 select and implement best solution

2 brainstorm to achieve mutual goals

3 evaluate

4 consider, list differences

5 remove emotion


6 identify mutual ground and goals

collaboration

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NOTES:

### Compromise Versus Collaboration



compromise


collaboration

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NOTES:

## Keys to Collaboration

How about a pasta dinner at my house Friday to discuss the fundraiser?



**collaboration**

- Expand understanding of issue
- Think creatively on expanded issue
- Creates potential for 100/100

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### NOTES:


### Reflection:

*As a Lion, how often do I employ a collaborating conflict management style?*

*Does collaboration achieve the best outcome for my Lions club, zone, or district?*

*Would my Lions colleagues agree with my answers?*

## Benefits of Conflict?



**Benefits of Conflict Management**

- Understand yourself

**OTHER BENEFITS?**

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### NOTES:



**Reflection: How can I better handle conflicts in my club, zone or district?**



**NOTES:**

**Resources:**

[Leadership Resource Center:](#)



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