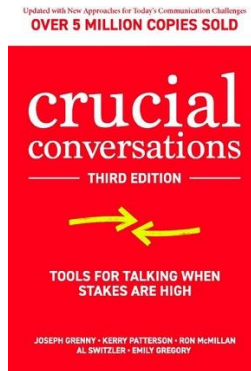


Guide to Conflict Management

Know Your People and Earn the Right to Lead

<https://eaglecenterforleadership.com/make-a-difference/take-the-test>

Get Skilled Up



Understand and Define the Conflict

Knowing the underlying dynamics that have created the conflict is vital to determining the best path forward.

Explore and Deliberately Pick a Strategy

Have a conversation with the affected parties and determine which path forward best achieves the desired outcome.

1. Ignore:

Don't do this! If you don't have the skills see the materials referenced above.

2. Avoid:

Try and avoid unnecessary conflict. Often this is not a good long-term strategy but some conflict can be defused by not entering into higher risk for conflict situations that aren't worth the hassle.

3. Accommodate:

Seek first to understand the other person's point of view and find a solution that works for both sides can accommodate what's important to the other person. Ask disarming questions like:

- What does success look like for you?
- What's important to you?

4. Compromise:

Change the outcome or solution to something that satisfies both sides of the conflict.

5. Collaborate:

Try and get on "the same side of the table" and work together towards the common goal.

6. Compete:

Don't let emotions drive a negative dynamic but at times letting two side positively compete to achieve a goal can be a great way to achieve an extraordinary result.