

Conflict Resolution



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FEF-OSC Coaching Session

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Wich of the following is correct?

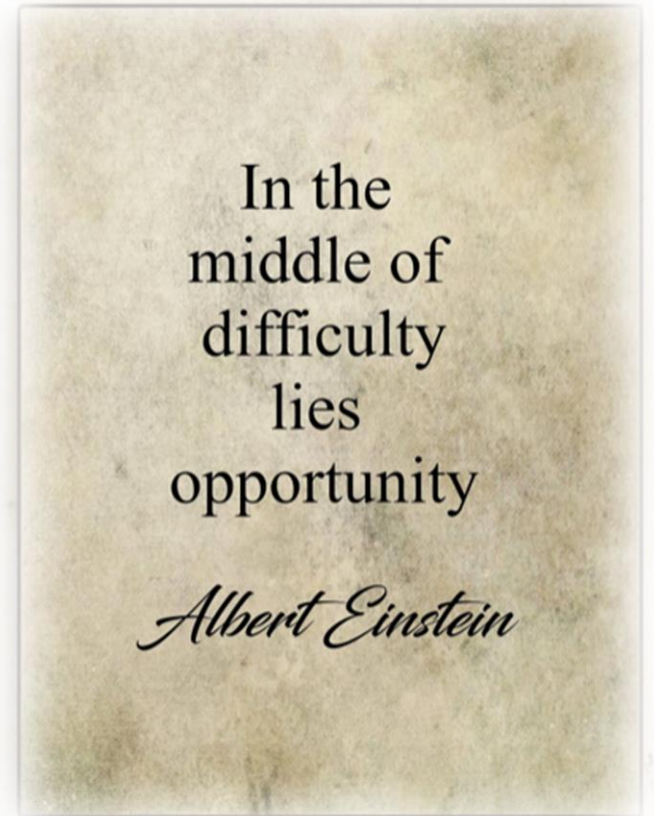


Conflict in the workplace is:

- (a) Avoidable
- (b) Preventable
- (c) Necessary
- (d) All of the above.

Introduction

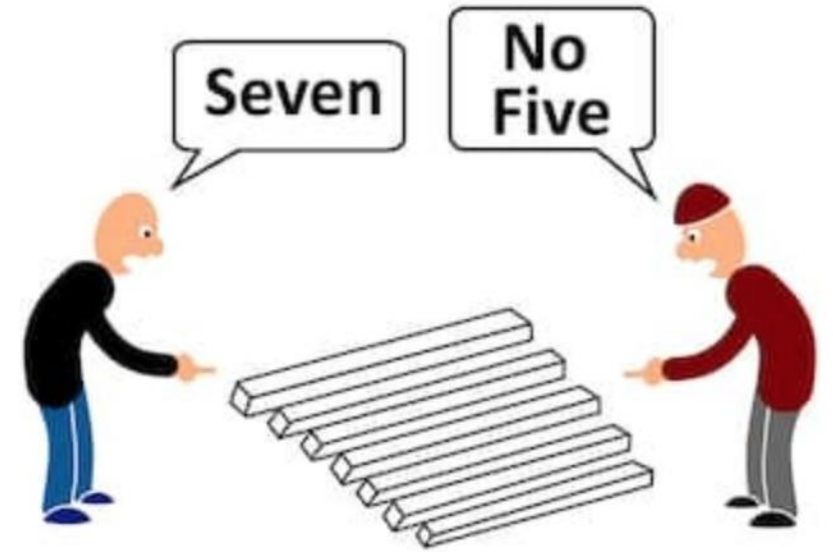
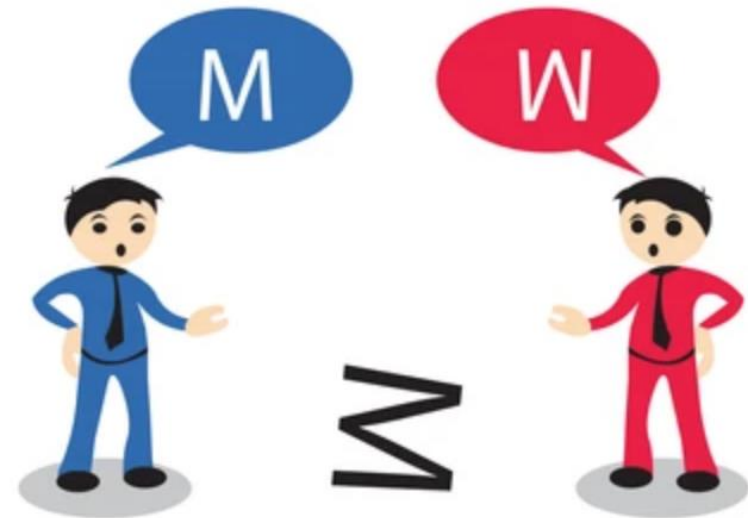
- In this session, we'll explore why conflict resolution is essential for healthy, productive teams.
- Objectives: Build your confidence and skills to address conflict constructively, enhance team collaboration, and improve outcomes for your organization.
- We shall use participatory activities, experience sharing and real-life case studies to make this learning practical and relevant. Everyone's input is valued!



WHAT IS A CONFLICT?

- Conflict is a result of a clash of perceptions, goals, or values in a domain where people care about the outcome.
- The seeds of conflict may be sown in confusion about, or disagreement with, the common purpose and how to achieve it.
- Furthermore, pursuing common goals may interfere with achieving individual goals within the organization.

Who is correct?



Some Components of Conflict



- **Communication**—Communication can both cause and remedy conflict.
- **Competition**— Time, money, space, materials, supplies, and equipment are all valuable commodities. Competition for any of these resources will inevitably lead to interpersonal or interdepartmental
- **Inconsistency**—Associates need to know and understand company rules and policies not having to guess. Inconsistency in the workplace is a common source of conflict.
- **Diversity**—Individuals are individuals, and they differ in many ways. These differences are often a starting point for conflict.

Can you share other components from your experience???

What would you say is the impact of Conflict?

What is Conflict resolution?

- Conflict resolution is the process of finding a peaceful solution to a disagreement between individuals or groups.
- It involves using skills like **communication**, **negotiation**, and **problem-solving** to address the root causes of a dispute and reach a mutually satisfactory agreement.



Transforming Conflict into Collaboration



Conflict can be helpful in making necessary changes within a work environment. When faced with conflict, there are five different strategies to deal with the situation:

- **Ignore:** We could put off doing anything at all.
- **Win-Lose:** We may choose to exert control and “win” over our opponent.
- **Lose-Win:** We may choose to just “give in” to the other person.
- **Lose-Lose:** We could agree on a compromise where both parties give something up.
- **Win-Win:** We could choose an option where those involved in the conflict work together to discover a solution that works for them in a collaborative solution.

The Conflict Resolution Process

Four key steps:

- 1) Identify the conflict
- 2) Understand everyone's perspective
- 3) Address the issues together
- 4) Resolve and follow up.

6 Conflict Resolution Tips to Use With Your Team



1. Choose the right setting and timing



2. Be specific when communicating concerns



3. Inform the discussion with documentation



4. Listen actively and demonstrate empathy



5. Take a collaborative, creative approach



6. Build a foundation for future cooperation

Communication Skills for Resolution

Effective communication is the means by which disagreement can be prevented, managed, or resolved. As with other workplace skills, effective communication must be learned and some helpful tips include the following:



- **Active listening:** Pay attention to what is being said to aid understanding. You can paraphrase to get feedback on whether you comprehend the message or intent
- **Open-ended questions:** encourage dialogue and seek clarification
- **Non-verbal cues:** Be aware of non-verbal cues such as body language and tone

The Role of Mediation in Conflict

01 Open Communication

Foster a safe space where employees feel valued.
Open-door policies can reduce fear & boost transparency.

02 Active Listening

Engage fully with the speaker, promoting understanding and respect. Summarize their message & avoid interruptions.

03 Emotional Intelligence (EQ)

Recognize and manage emotions in oneself and others. A high EQ ensures empathetic and effective resolutions.

04 Impartiality

Focus on the present issue and avoid past conflicts & biases. A neutral stance ensures fair outcomes.

05 Patience

Avoid rushing decisions and let emotions settle. Ensure every voice is heard for lasting solutions.

Mediation is a crucial conflict resolution technique and involves a neutral third party who facilitates effective communication & negotiation between conflicting parties.

Some ethics and principles include:

- Neutrality
- Confidentiality
- Fairness and objectivity
- Empathetic listening
- Emotional Intelligence
- Creative brainstorming

Conflict De-escalation Strategies

Some ways to ensure that a conflict doesn't get out of hand include:

- Set boundaries and ground rules for engagement
- Stay calm, use neutral language
- Practice rephrasing escalatory statements

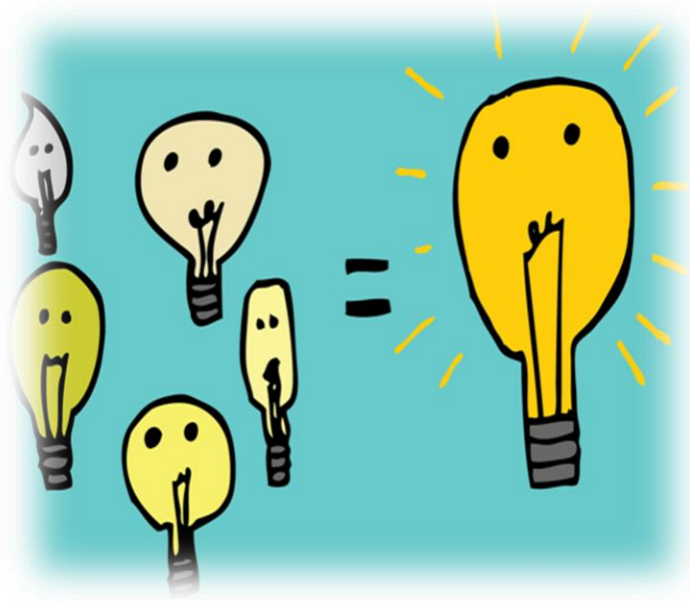


Examples of Escalatory Statements

- “You never listen. You always do things your way, without asking anyone else.”
- “This is all your fault.”
- “Why can’t you ever get it right?”
- “I’m tired of dealing with your mistakes.”
- “You clearly don’t understand what’s going on.”
- “You just don’t care about anyone else’s opinion.”
- “That’s a terrible idea.”
- “I can’t believe you messed this up again.”
- “You’re impossible to work with.”
- “You’re always so negative.”
- “If you don’t like it, maybe you shouldn’t be here.”
- “You’re just being difficult on purpose.”



Examples of De-escalatory Statements



- “I feel it would help if we could collaborate more on this.”
- “Could we go over this together to make sure we’re on the same page?”
- “I’ve noticed some issues—let’s see how we can address them as a team.”
- “Let’s clarify any questions to make sure we both understand.”
- “I’d like to hear your opinion and share mine as well.”
- “I have some concerns about this approach—can we talk it through?”
- “Let’s review what happened and see how we can improve next time.”
- “There seem to be some challenges—how can we address them together?”
- “I’m finding it difficult to work through this—can we talk about what might help?”
- “I’d appreciate hearing your thoughts on possible solutions.”



take a moment to

REFLECT

*Thank
You*