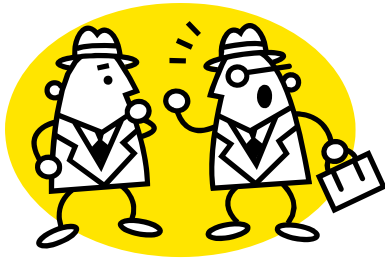


CONFLICT RESOLUTION AND COLLABORATION



Conflict, in a business setting, is a condition between two or more people:

- Who are task interdependent **and**
- Where one or both feel strong emotions **and**
- Find fault with the other, **and**
- Use behaviors that result in a business problem

If *you* are one of the parties involved in the conflict -- It is most effective to attempt conflict resolution on your own rather than seeking outside assistance **only** when:

- ✳ It is important to preserve an on-going interdependent relationship
- ✳ There is no risk of physical violence
- ✳ There is no, or a low, risk of actual or perceived reprisal for initiating dialogue
- ✳ The stress level or emotional intensity is manageable
 - ◆ Some emotional tension is expected, but should **not** reach **crisis** level
- ✳ The individuals involved can engage in dialogue and resolve the issue

Success: *reaching a voluntary consensual agreement about the issue in dispute by the end of the dialogue.*

To determine if you should seek outside assistance in *facilitating* conflict resolution efforts, ask yourself:

- ✳ Can I be unbiased (impartial to the parties)?
- ✳ Can I be objective (place no blame)?
- ✳ Can I be specific (so the parties know exactly what is to be resolved)?
- ✳ Can I be concise (brief)?
- ✳ Is the situation resolvable (do we have the authority to resolve it)?

Collaboration

The goal of collaboration is to **find solutions that meet the needs of all involved parties**. So...how do you get there?

You get there by knowing the underlying interests of the individuals involved. Ask questions of the parties, such as:

- ✳ How will that fulfill your needs?
- ✳ What makes that important to you?
- ✳ Is there an alternative that would also fulfill your needs?

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