

Conflict

Hello my name is Dobre Claudiu and today I want to speak about conflict resolution Thomas-Killman

What is conflict?

Conflict is a process that begins when one party perceives that another party has negatively affected, or is about to negatively affect something that the first party cares about.

Conflict can be

- Conflict is natural phenomenon
- It is expected within the 'storming' phase of team development
- It can occur at anytime
- It is important for team development

Why does conflict occur?

- Fear
- Past trauma
- Stress
- Poor communication
- Different knowledge
- Expectations

Conflict example

In one of my previous jobs, I used to work in a restaurant where there was a lot of conflict as I got offered to be the party chef, I had a team of 10 chefs and with one of them there was conflict with him all the time about recipes, cooking, lack of communication. And I tried avoiding this ongoing conflict with him because my intention was not for me to win in this conflict between us as I just wanted everyone to be equal in my team and to be able to get on with one another. I understood that people got stressed easily in the kitchen environment so we decided to work together as a team instead of conflicting, in that way we would be avoiding conflict and working better as a team in the kitchen.

To resolve the conflict, I had to have;

- Good communication skills
- Empathy
- Problem solving to find the best solution

What are signs that there is a conflict

- Poor communication
- Lack of cooperation
- Rudeness and sarcasm
- Talking behind backs
- Blaming
- Argumentative
- Intimidation

Positive aspects of conflict

- Can lay problems on the table
- Helps to lead to solution and happier outcome
- Increases communication between people and leads to a greater mutual understanding

2 key terms of conflict

1.) Assertiveness which is a style of communication to express your feelings, thoughts, beliefs in a way that doesn't violate the rights of others.

2.) cooperativeness which is a personality trait concerning the degree to which a person is generally agreeable.

Ways to handle conflict

- Avoiding (ignoring the conflict, loose loose situation, physical, convectional)
- Accommodating (the act of giving in to one's needs while ignoring your own.)
- Competing (high concern for personal needs and friendly competition)
- Compromise (both parties give up something to receive something.)
- Collaborating (win-win)

Thomas Killman has helped me develop my understandings of conflict and taught me ways to avoid conflict and how it can affect your work life but also how it could be needed in some cases to develop ideas and to understand others points of view.

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