Soft skills

Conflict Management

Introduction

Conflict Management

- Learn essential strategies to identify, manage, and resolve workplace conflicts effectively.

- Develop practical skills to promote a positive and productive work environment.

Types of Conflicts

Conflict Identification

- **Task Conflicts**: Disagreements about work-related tasks and responsibilities.

- **Relationship Conflicts**: Personal differences and interpersonal issues.

- **Value Conflicts**: Differing beliefs and values, leading to disagreements on principles or ethics.
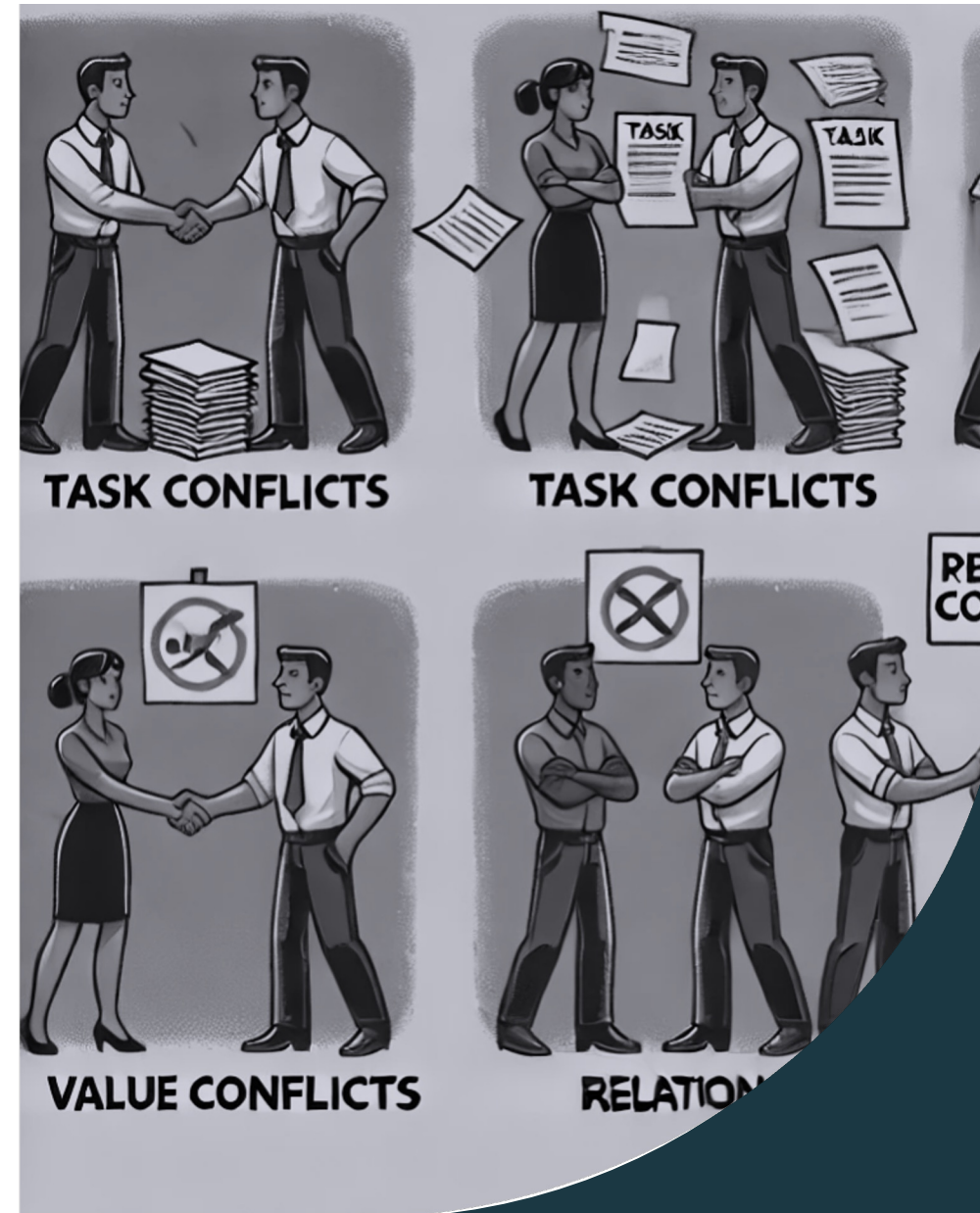
Signs of Conflict

Communication Changes: Increased arguments or lack of communication.

Tension: Noticeable discomfort during interactions or meetings.

Behavioral Shifts: Changes in team dynamics, such as reduced collaboration or avoiding discussions.

Empathetic Communication

Key Skills: Active Listening, Non-Verbal Cues

Benefits: Builds Trust, Enhances Understanding

Challenges: Overcoming Bias, Maintaining Focus

Collaborative Resolution Steps

Benefits: Fosters Teamwork, Ensures Buy-In

Challenges: Balancing Perspectives, Avoiding Groupthink

Define	Define the Problem
Brainstorm	Brainstorm Solutions
Evaluate	Evaluate Options
Agree on	Agree on a Solution

Conflict Prevention

Conflict Prevention Strategies

- Clear Communication

- Regular Feedback

- Team Building

Benefits: Reduces Misunderstandings, Enhances Team Cohesion

Challenges: Maintaining Consistency, Encouraging Participation

Benefits: Enhances Workplace Harmony, Improves Team Dynamics
Challenges: Continuous Learning, Balancing Perspectives

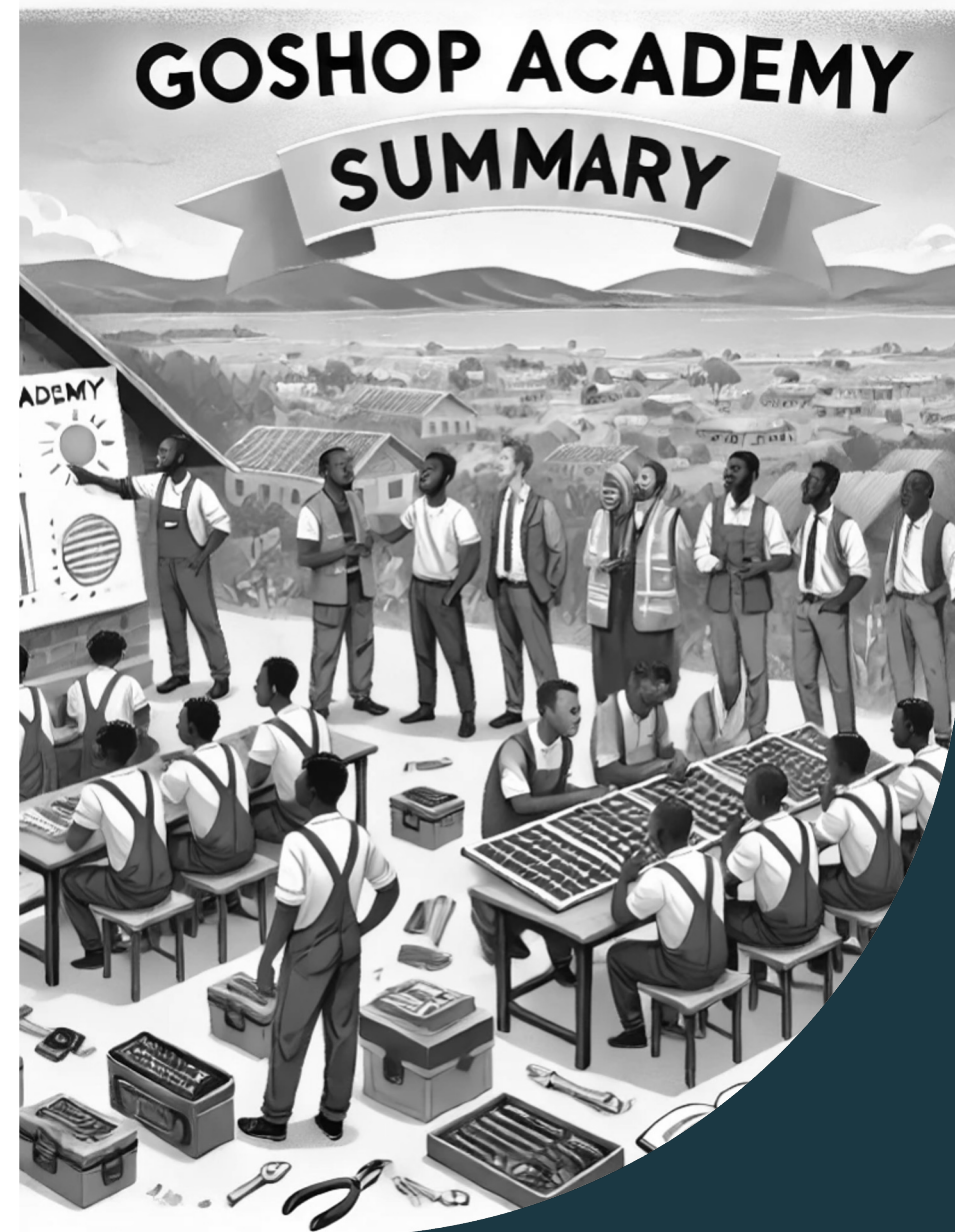|	
⚠️	1) Conflict Identification
💬	2) Empathetic Communication
🤝	3) Collaborative Resolution
👥	4) Conflict Prevention

STOP
Pause, take a deep breath and calm down before addressing the conflict.

OBSERVE
Objectively observe and identify the cause of the conflict by understanding the perspective of all sides.

ASSESS
Brainstorm possible solutions to resolve the conflict.

RESPOND
Review and decide on the appropriate way to move forward, considering fairness and effectiveness.
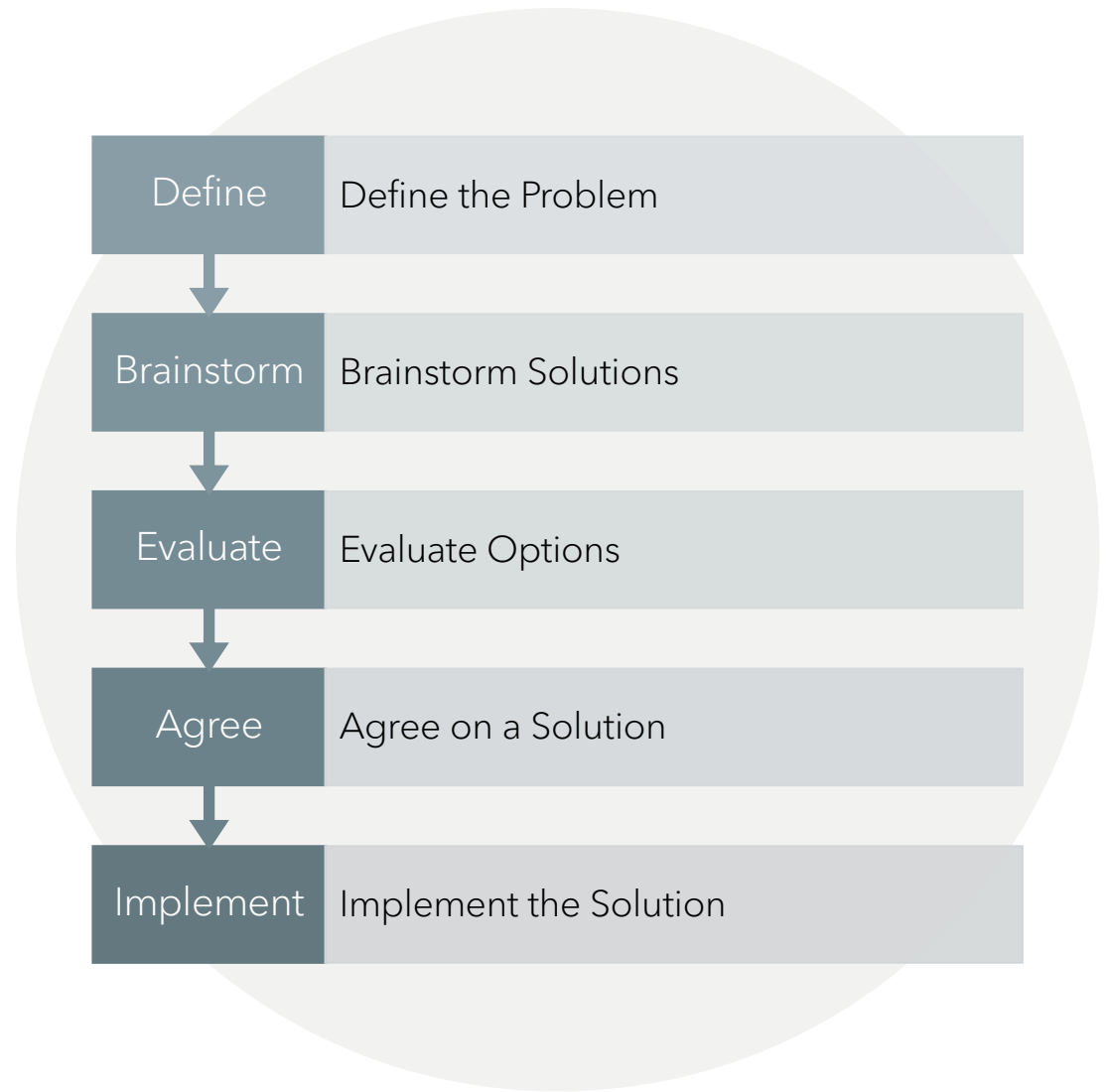
DO THE HIGH FIVE

IGNORE
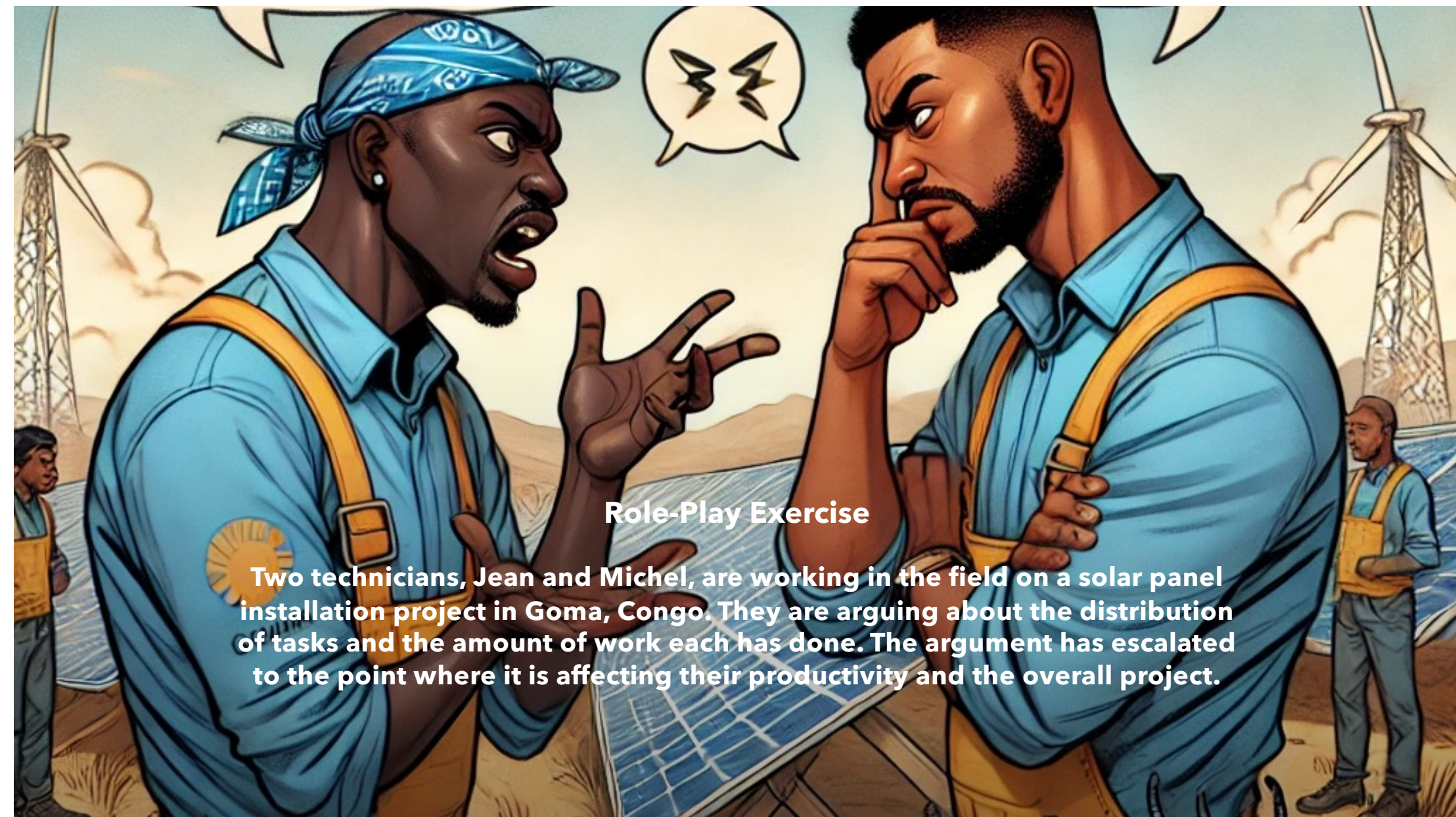
SPEAK NICELY

SPEAK FIRMLY

WALK AWAY

REPORT

Exercise Scenario

Two team members, Alex and Jamie, disagree on the approach to a critical project. Alex prefers a traditional method, while Jamie advocates for a new, innovative technique. The disagreement has led to tension and reduced team productivity.

Exercise Scenario - Steps to Resolve

|	
Define	Define the Problem
Brainstorm	Brainstorm Solutions
Evaluate	Evaluate Options
Agree	Agree on a Solution
Implement	Implement the Solution

Role-Play Exercise

Two technicians, Jean and Michel, are working in the field on a solar panel installation project in Goma, Congo. They are arguing about the distribution of tasks and the amount of work each has done. The argument has escalated to the point where it is affecting their productivity and the overall project.

Dialogue

Jean: A senior technician with more experience, feels he has been doing most of the complex tasks and is frustrated that Michel isn't contributing equally.

Michel: A junior technician, believes he is being given more menial tasks and is doing just as much work as Jean, but his efforts are not being recognized.

- **Jean**: "I don't understand why I have to keep doing all the heavy lifting around here. I've installed twice as many panels as you!"

- **Michel**: "That's not true! I've been handling the wiring and testing, which is just as important. You think your work is the only one that matters!"

- **Jean**: "Well, if you spent less time on your phone and more time working, we wouldn't be behind schedule!"

- **Michel**: "I'm not on my phone! I'm checking the schematics to make sure everything is correct. Maybe if you communicated better, we wouldn't have these issues."
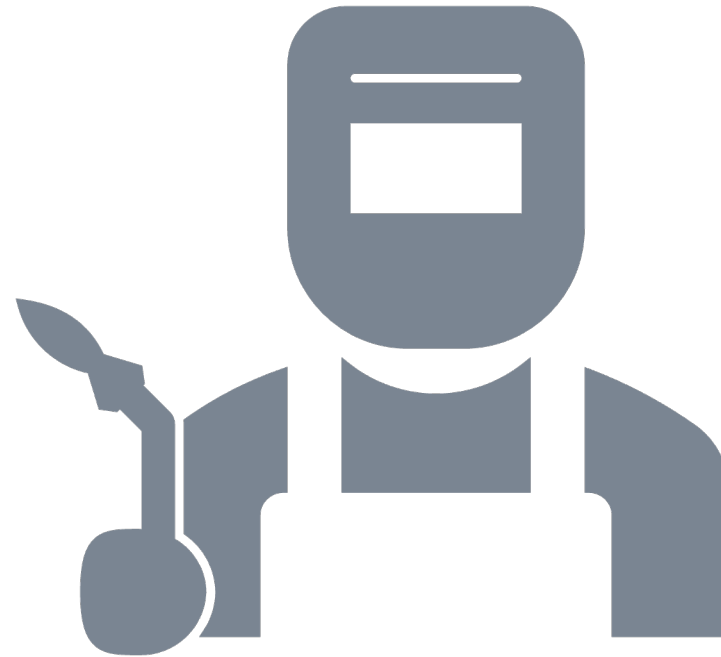
Conflict Resolution Steps

Define

Define the Problem

- The mediator (another team member or supervisor) steps in to facilitate the discussion.
- Mediator: "Ok, mes amis, calm down. Jean, Michel, let's talk this out. Can each of you explain what tasks you have been doing and how much time you spent on each?"

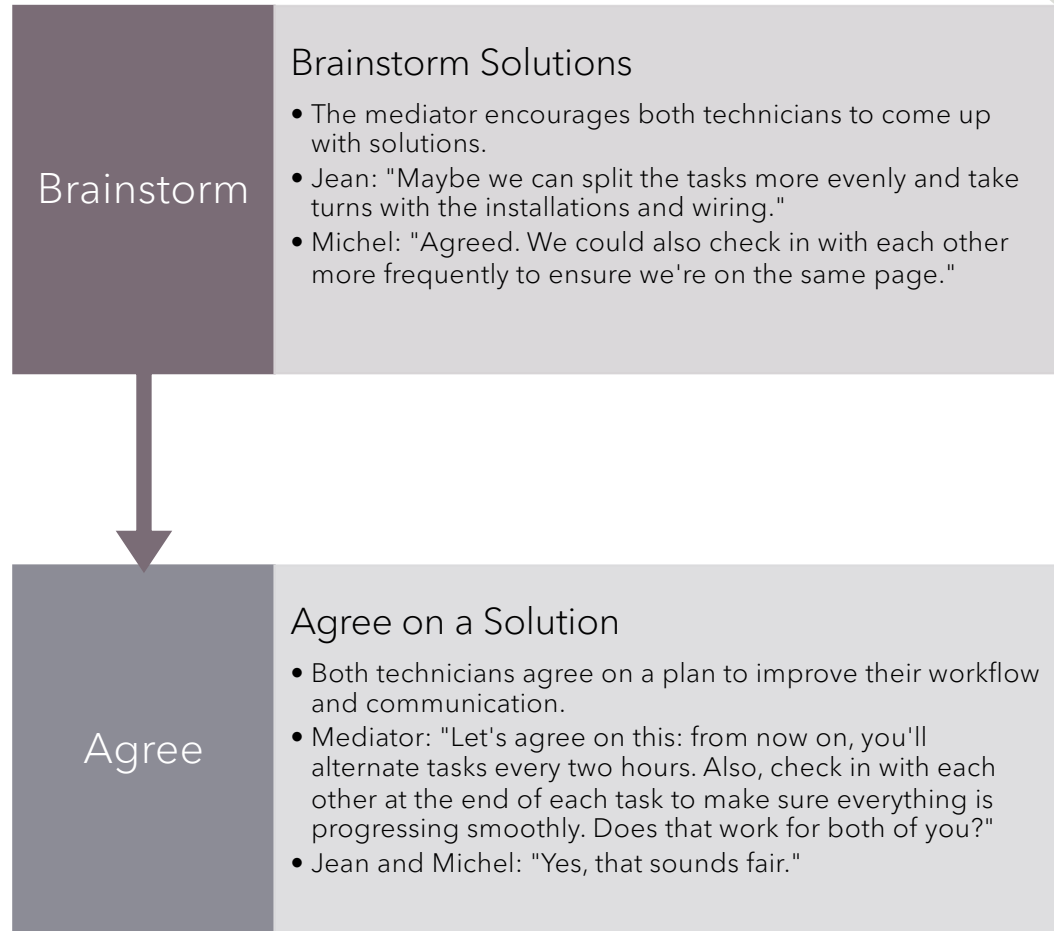## Allow

Allow Each Person to Speak

- Jean and Michel take turns to explain their perspectives without interruptions.
- Jean: "I've been installing the panels and setting up the mounts. It's physically demanding, and I've installed 15 panels today."
- Michel: "I've been handling the wiring, testing the connections, and troubleshooting. Each test takes time to ensure safety and efficiency."

Identify

Identify the Root Cause

- The mediator identifies the root cause of the conflict, which is the lack of clear communication and understanding of each other's roles.
- Mediator: "It sounds like the main issue here is that both of you feel your work is undervalued and you're not communicating effectively about your tasks."

Conflict Resolution Steps

Brainstorm

Brainstorm Solutions

- The mediator encourages both technicians to come up with solutions.
- Jean: "Maybe we can split the tasks more evenly and take turns with the installations and wiring."
- Michel: "Agreed. We could also check in with each other more frequently to ensure we're on the same page."

Agree

Agree on a Solution

- Both technicians agree on a plan to improve their workflow and communication.
- Mediator: "Let's agree on this: from now on, you'll alternate tasks every two hours. Also, check in with each other at the end of each task to make sure everything is progressing smoothly. Does that work for both of you?"
- Jean and Michel: "Yes, that sounds fair."

Conflict Resolution Steps

Implement

Implement the Solution

- The technicians start implementing the new plan immediately, ensuring better cooperation and communication.
- Mediator: "Great. Let's start with this plan right away. Remember, clear communication and respect for each other's work are key to our success."

Follow

Follow-Up

- The mediator schedules a follow-up meeting to review the effectiveness of the new approach.
- Mediator: "We'll have a follow-up meeting at the end of the week to see how this new system is working. If there are any issues, we'll address them then."

Outcome

By following these steps, Jean and Michel can resolve their conflict and improve their working relationship. The clear division of tasks and regular check-ins help them understand and appreciate each other's contributions, leading to a more productive and harmonious work environment.
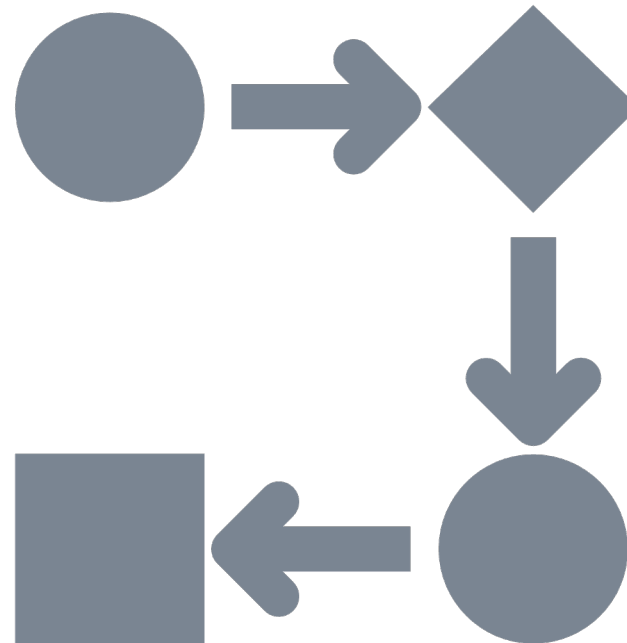
Situation 2: Female Manager and Male Technician Dispute

- A female manager, Amina, and a male technician, Kwame, are having a dispute at the Goshop Goma site. Amina is frustrated with Kwame's lack of communication regarding a critical task.

Dialogue

- **Amina**: "Kwame, I don't understand why you didn't report the issue with the new panel. Now we're behind schedule!"

- **Kwame**: "I didn't think it was that important. I was trying to fix it myself."

Conflict Resolution Steps

Define	Define the Problem
	• The mediator steps in.
	• Mediator: "Let's clarify the problem. Kwame, why didn't you report the issue?"

Allow	Allow Each Person to Speak
	• Kwame: "I thought I could handle it on my own."
	• Amina: "Communication is key, Kwame. We need to know about issues immediately."

Identify	Identify the Root Cause
	• Mediator: "The root cause is a lack of communication."

Brainstorm	Brainstorm Solutions
	• Kwame: "I'll make sure to report any issues right away."
	• Amina: "Thank you. Let's ensure we communicate more effectively."

Agree	Agree on a Solution
	• Mediator: "Agreed. Kwame will report issues immediately, and Amina will provide clear guidelines on communication."

Implement	Implement the Solution
	• Mediator: "Let's implement this starting now. Better communication will help us stay on track."

Follow	Follow-Up
	• Mediator: "We'll follow up at the end of the week to see how things are going."

Outcome

Amina and Kwame resolve their conflict, leading to improved communication and a more efficient workflow.