

Conflict Resolution

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A decorative graphic consisting of several horizontal lines of varying lengths and colors (teal, light blue, white) extending from the right side of the slide.

Introduction

- Accept conflict
- Remember that conflict is natural and happens in every ongoing relationship







Is conflict bad?

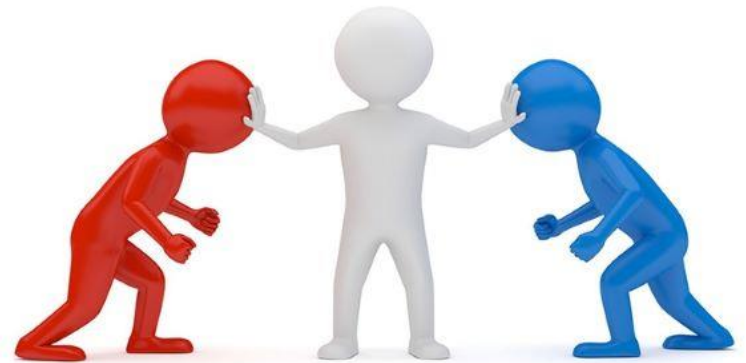
- Although we often view conflict as negative, there are benefits to conflict if it is managed appropriately.
- Unfortunately, people have misconceptions about conflict
 - Conflict is bad and should be avoided.
 - Team members misunderstanding one another causes conflict.
 - All conflicts can be resolved to everyone's satisfaction.

Conflict is normal

- In a dynamic team, conflict is a normal part of the team's activity and is a healthy sign.
- If a team has no conflict, it might be a sign of a problem.
- A team without conflict
 - might be suffering from unhealthy agreement,
 - have a domineering leader who suppresses all conflict and debate,
 - or be performing its task in a routine manner and not trying to improve how it works

Dealing with conflict

- Be a calming agent
- Matt.5:9='Blessed are the peace-makers, for they shall be called sons of God'
- Regardless of whether you are being a sounding board for a friend or you are dealing with your own conflict, your response escalate or decrease the inte

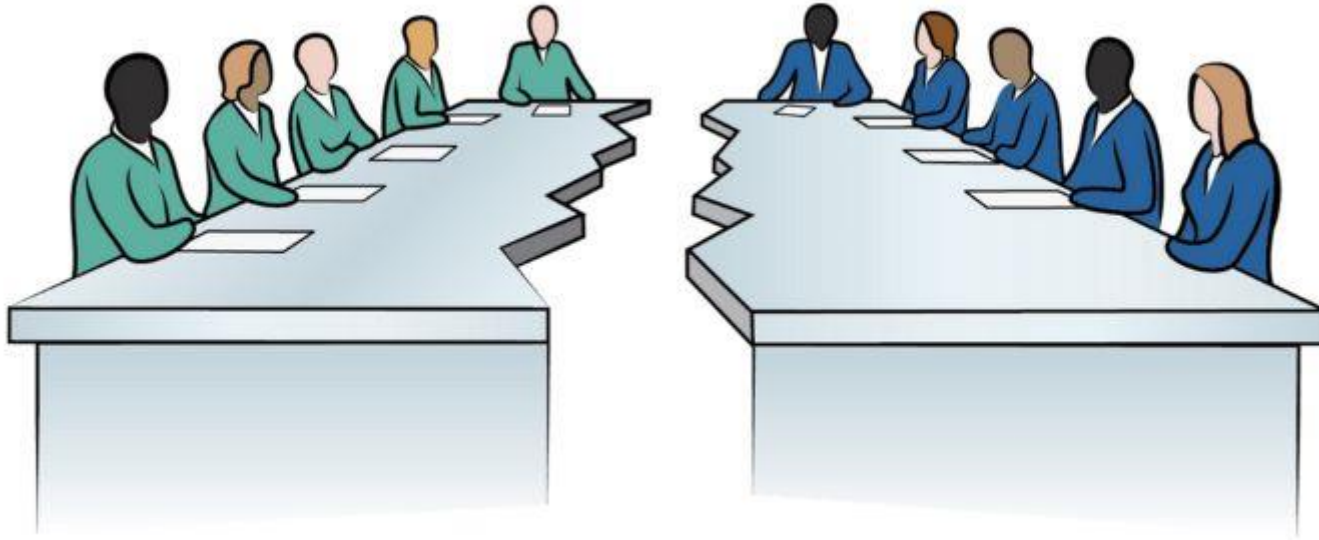


- Usually, the root of our **conflicts** is **diversity**
- We have to understand that God's creation is diverse, so we cannot expect all to be alike
- God made birds that can fly, cannot fly, swim
- Yet it was perfect
- It's the same with us people coming from different social/ ethnic, etc backgrounds
- Greater challenges with the pandemic
- But we can achieve **harmony** in diversity

- Broken relationship with God affects relationship with others
- If we have **peace** with God – then we can give to others what we have inside
- E.g., Billy Graham – against racial discrimination but never joined rallies



Principles Game



- Divide the group into two sub-groups – a “**green**” team and a “**red**” team, and each to select a **leader**.
- Seat the groups apart from each other and ask the teams not to interact with the other during the exercise except when instructed to do so.
- Distribute a copy of the Principles Game Tally Sheet to each participant.
- study the directions and scoring and ask if there are any questions.
- The objective is for each group to score as many points as possible.
- No one will probably understand clearly how the game is played until the activity proceeds.

- **Round 1** begins.
- Each team is given **five minutes** to decide on a letter.
- When the time is up, each team leader passes its decision to the trainer.
- The scoring is computed on the Principles Tally Sheet and the score passes back to each team member.

- **Rounds 2 and 3** are conducted in a similar manner to Round 1 but with **three minutes** for discussion in each round.
- The scoring for each round is entered on a Principles Tally Sheet and the scores passed back to each team member.

- For **Round 4**, each team sends **one representative** to a neutral place to negotiate for **three minutes**.
- Then the representatives return to their teams.
- After **three minutes** each team passes its decision to the trainer.
- The outcome of the round is **doubled** and the score is computed and passed to each team member.

- **Rounds 5 to 8** proceed in the same manner as the first three rounds, with **three minutes** for discussion in each.
- The score is computed after each round and passed to each team member.

- In **Round 9**, another special round is conducted like Round 4.
- (each team sends **one representative** to a neutral place to negotiate for **three minutes**.)
- Then the representatives return to their teams.
- After **three minutes** each team passes its decision to the trainer)
- the outcome is **multiplied by 5**
- The score is passed to each team member.

- **Round 10** is conducted in the same way as Round 9, except the outcomes are **multiplied by 10**.
- The entire group meets to tally the final score and discuss who won and why

- How do you feel about the other members of your own team?
- How could you have achieved a higher score?
- What lessons are there for management?
- What is required for successful negotiating?

Negotiations

- Negotiation is a process where each party involved in negotiating tries to gain an advantage for themselves by the end of the process. Negotiation is intended to aim at compromise.



The process by which we search for the terms to obtain what we want from somebody who wants something

'Negotiation is an explicit voluntary traded exchange between people who want

To negotiate is to trade something we have for something we

Confer with others to reach a compromise



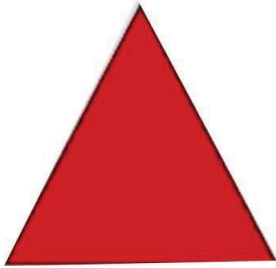
Debunking Negotiation Myths

- Myth 1: There must be a winner & a loser
- Myth 2: Appears to involve conflict
- Myth 3: Negotiation is not an option
- Myth 4: Only cheap, petty people haggle
- Myth 5: A good negotiator is manipulative

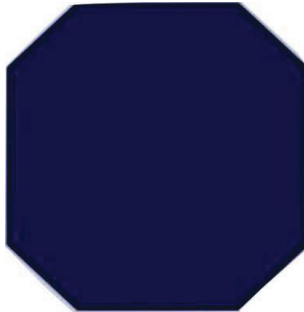
Negotiating Behaviour

3 types of behaviour that we can display and encounter when in a negotiating situation

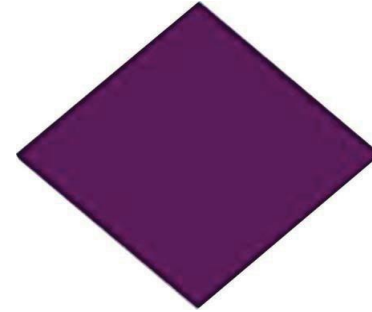
Red



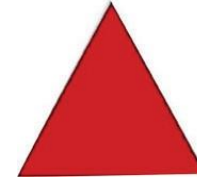
Blue



Purple



Red Behaviour



- Manipulation
- Aggressive
- Intimidation
- Exploitation
- Always seeking the best for themselves
- No concern for person you are negotiating with
- Taking

People behave in this manner when they fear exploitation by the other party, but by behaving this way to protect themselves, they provoke the behavior they are trying to avoid.

Blue Behaviour



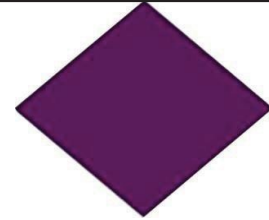
- Win win approach
- Cooperation
- Trusting
- Pacifying
- Relational
- Giving

Behavioural Dilemma faced is: do you cooperate (blue) or defect (red)?

Can you trust the other person? And to what extent? Trusting someone involves risk, on the one hand being too trusting is naïve and on the other, not trusting at all can create deceitful behaviour.

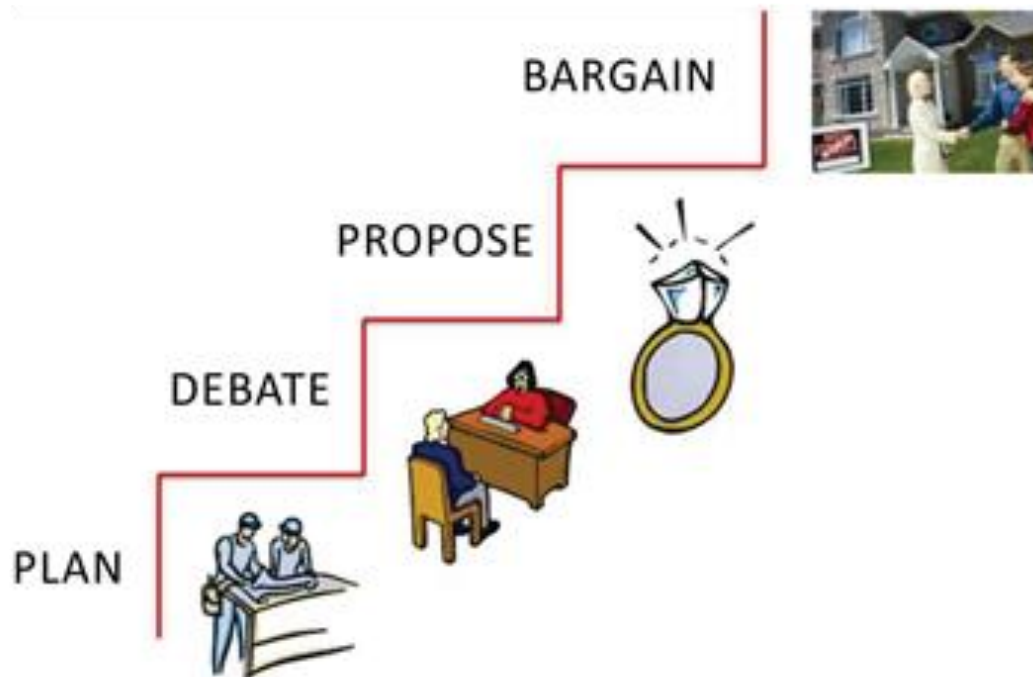
The answer is to merge blue and red behaviour into purple.

Purple Behaviour



- Give me some of what I want (**red**)
 - I'll give you some of what you want (blue)
 - Deal with people as they are not how you think they are
 - Good intentions
 - Two way exchange
 - Purple behaviour incites purple behaviour
 - Tit for tat strategies
 - Open
 - People know where they stand
 - Determination to **solve problems** by both sets of criteria of the merits of the case and/or the terms of a negotiated exchange
- To the **red** behaviourist the message is loud and clear. 'You will get nothing from me unless and until I get something from you'

The Four Phases of Negotiation



34 Characteristics of an Effective Negotiator

- Preparation and planning skill
- Knowledge of the subject
- Ability to think clearly and rapidly under pressure and uncertainty
- Ability to express thoughts verbally
- Listening skill
- Judgement and general intelligence
- Integrity
- Ability to persuade others

34 Characteristics of an Effective Negotiator

9. Patience
10. Decisiveness
11. Ability to win respect and confidence of opponent
12. General problem-solving and analytical skills
13. Self-control, especially of emotions and their visibility
14. Insight into other' feelings
15. Persistence and determination
16. Ability to perceive and exploit available power to achieve objective

34 Characteristics of an Effective Negotiator

- Insight into hidden needs and reactions of own and opponent's organisation
- Ability to lead and control members of own team or group
- Previous negotiating experience
- Personal sense of security
- Open-mindedness (tolerance of other viewpoints)
- Competitiveness (desire to complete and win)
- Skill in communicating and co-ordinating various objectives within own organisation

34 Characteristics of an Effective Negotiator

- Debating ability (skill in parrying questions and answers across the table)
- Willingness to risk being disliked
- Ability to act out skillfully a variety of negotiating roles or postures
- Status or rank in organisation
- Tolerance to ambiguity and uncertainty
- Skill in communicating by signs, gestures and silence (non-verbal language)

34 Characteristics of an Effective Negotiator

- Compromising temperament
- Attractive personality and sense of humour (degree to which people enjoy being with the person)
- Trusting temperament
- Willingness to take somewhat above-average business or career risks
- Willingness to employ force, threat or bluff

TWO ESSENTIAL ELEMENTS IN NEGOTIATION

REASONABILITY

&

FLEXIBILITY

- Matt. 18:15
- *“...if your brother sins against you, go and tell him his fault between you and him alone. If he hears you, you have gained your brother...”*

Thank you