

CONFLICT OVERVIEW

“I know you believe you understand what you think I said, but I’m not sure you realize that what you heard is not what I meant.”

Overview

- Conflict is inherent within living systems: interpersonal, family, organizational.
- Interpretation of words spoken will not always be correct.
- If handled well conflict can be constructive, if handled poorly it can be destructive

Common Causes of Conflict

- Lack of clarity of roles and responsibilities.
- Staff being overworked due to inadequate staffing.
- Different perceptions and views on how things should be done.
- Procedural guidelines that are either non existent or very rigid.
- Cultural differences.
- Personality styles.
- Lack of interpersonal and problem solving skills.

Reasonable People

- 1) Most everyone we come into contact with view themselves as a reasonable person, and at the core they are.
- 2) Under certain circumstance they can act as unreasonable and thus be perceived as such.
- 3) Therefore, the key to interacting with most of the unreasonable people we encounter is to help them become reasonable again
- 4) When initially confronted with difficult situations, how one responds in the situation will likely impact future interactions. Therefore, to respond defensively or aggressively will most likely result in an escalation of the tension and conflict, which will in turn result in the person becoming even less reasonable