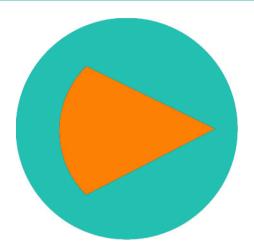
Project Management Webinar



Positive Conflict for Team Collaboration



Project & Portfolio Management Software
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Things to Know...



- All participants will be on mute
- Questions are welcome
- Use the question box to ask questions
- PM training is valid for 1 PDU
- Must be in attendance for full session
- PDU certificate sent by the end of the day
- Recording and slides sent by tomorrow





Moderator



Denise Rodriguez

Project Insight

Marketing

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Host



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Presenter



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Communication

Board Certified Coach

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Coach, Professional Speaker



At the end of this webinar...





You Will Be Able To:

Part 1 – Sept 14th/ Part 2 – Sept 28th

- Define conflict.
- Describe different types of conflict.
- Determine the benefits and costs of conflict.
- Assess the role of anger in conflict.

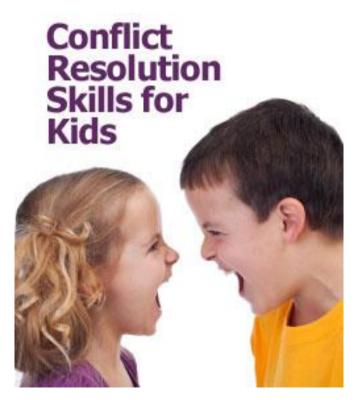














The Role of Anger in Conflict



- Anger is a basic human emotion, just like happiness.
- When we are embroiled in conflict, we can feel hurt and even abused; sometimes, the fastest way we can think of to protect ourselves is by responding in anger.
- Other times, we do not have an opportunity to think about how best to respond and the first response is anger.





Emotional Intelligence Question For You:



When You Hear The Word Conflict What Is Your Interpretation?

How Did You Learn To Deal With Conflict?

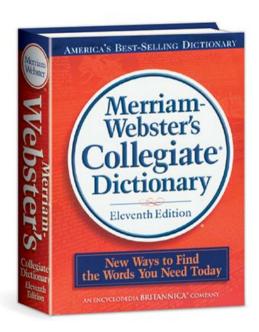


Please share your answer in the chat box.



Formal Definition:





Merriam-Webster

Full *Definition* of *conflict*. 1 : fight, battle, war <an armed *conflict*> 2 a : competitive or opposing action of incompatibles : antagonistic state or action (as of divergent ideas, interests, or persons) b : mental struggle resulting from incompatible or opposing needs, drives, wishes, or external or internal demands.



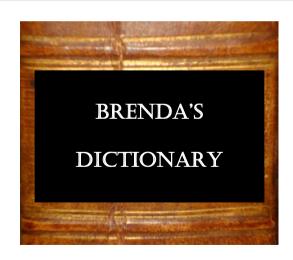
Brenda's Definition:



BRENDA'S DICTIONARY defines conflict as an <u>opportunity for personal</u> <u>development</u>. This requires a willingness to understand different perspectives, beliefs and values.

THE PRIMARY FOCUS IS TO:

- Clarify issues
- Spark creativity
- Address differences
- Find creative innovative solutions
- Offers unlimited possibilities
- Strengthen relationships











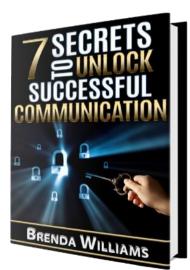




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Defining Conflict



Assumptions

- Many organizations and their managers make the following assumptions about conflict. Do you agree or disagree with these ideas? Why or why not?
 - A) Conflict is avoidable
 - B) Conflict produces inappropriate reactions by the persons involved
 - C) Conflict creates a polarization within the organization





Twelve Roots of Interpersonal Conflict



- Basic Differences
- 2. Prejudice/Bias
- 3. Nastiness/Stubbornness
- 4. Sensitivity/Hurt
- 5. Differences in Perception/Values
- 6. Differences Over Facts

- 7. Differences Over Goals/Priorities
- 8. Differences Over Methods
- 9. Competition for Scarce Resources
- 10. Competition for Supremacy
- 11. Misunderstanding
- 12. Unfulfilled Expectations



What Do All Of These Have In Common?





Oconflict Starters
1. Name Calling
2. Pushing/Shoving
3. Acting Bossy
4. Accusing
5. Blaming
6. Spreading Rumours
7. Generalizing
8. Teasing
9. Put Downs
10. Interrupting





Before

After

Conflict:

- No Trust
- Threat
- Competition
- Close Minded
- Assumptions
- Avoidance
- Separation

Conflict Resolution:

- Trust
- Safety
- Collaboration
- Open Mindset
- Understanding
- Acceptance
- Collaboration



What Kind Of Team Player Are You?



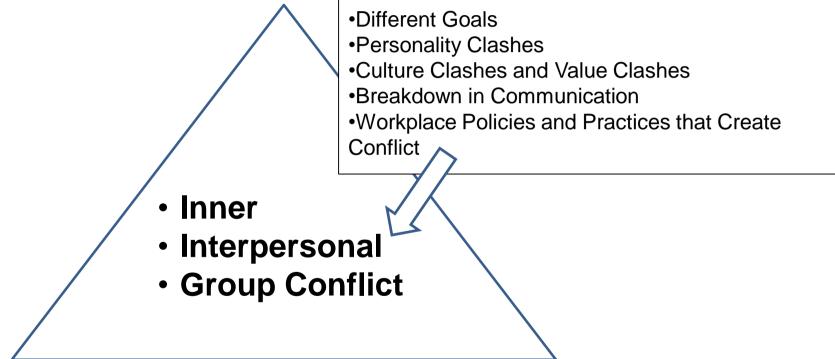


- 1. Are you someone who naturally helps people work together?
- 2. Are you someone who naturally tends to get involved in conflict as a way to help reach a resolution or to fuel the fire?
- 3. What can you see happening at work as a result of your personal style? (Look for positive and negative signs to give yourself a fair assessment.)



Types of Conflict Three Essential Areas





Types of Conflict Three Essential Areas



Can you think of examples of group conflict in these areas?

- Unequal departmental dependence
- Differing management styles
- Role dissatisfaction
- Role ambiguity
- Common resource dependence
- Communication barriers





Benefits of Conflict



- Some people are very uncomfortable with discussing the benefits of conflict. However, as with many things that are difficult, growth and discovery can result. Examples might include:
 - The satisfaction that you have corrected a serious wrong
 - The confidence that the next time there is a conflict, you will be handle yourself and get through it
 - A reputation for being a person who capably looks after things, and perhaps for being someone who is a leader that people look to when there are questions or issues around conflict



Benefits of Conflict





- Create a list of the positive and negative aspects of conflict.
- Which list is ultimately easier to create, the negative list or the positive one?
- Why do you suppose this is so?



Costs of Conflict



- Things such as employee turnover, sabotage, and engagement can be difficult to assess but are still be a cost that must be considered.
- How is conflict showing up in your life and business?



Please share your answer in the chat box.









Summary





- On the surface, conflict seems like a simple term, but it is actually a <u>multi-faceted concept</u>.
- Understanding the roots of conflict, as well as the different dynamics associated with conflict between individuals and groups, helps to manage our individual experiences with conflict and mitigate the impact that it has on us.
- We can manage our approach to life and work in a <u>balanced</u> way by developing an understanding of the benefits and costs associated with conflict.









PRIVATE

One Hour Session

Emotional Intelligence & Communication Workshop



Ticket Option One:

- Connect, Engage and Build Deeper Connections
- Create Confidence To Approach Anyone
- Become An Active Listener, Ask Powerful Questions
- Attend a Full Day Emotional Intelligence Workshop

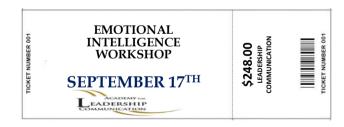
DESCOUNTS (2 People+)





Ticket Option 2: Add On:

- Take Your Emotional Intelligence Assessment
- 1 Hour One on One Coaching Session



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What Will You Do Next?





Please share your answer in the chat box.



Any Questions?









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"PM in Practice - Positive Conflict That Invites Team Collaboration and Sparks Creativity"

September 28, 2016

8am PT/11am ET

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