**Managing Conflict Tip Sheet**

**(From Group Dynamics for Teams 4th Ed., Daniel Levi, 2014)**

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| ***Sources of Conflict*** |
| Healthy |
| * Focus on task issues |
| * Differences in opinion about the task |
| * Differences in values and perspectives |
| * Different expectations about the impact of decisions |
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| Unhealthy |
| * Competition over power, rewards and resources |
| * Conflict between individual and group goals |
| * Poorly run team meetings |
| * Personal grudges from the past |
| * Faulty communication |

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| ***Conflict Resolution Approaches*** |
| 1. Avoidance.   This approach tries to ignore the issues or denies that there is a problem. By not confronting the conflict, team members hope it will go away by itself. |
| 2. Accommodation.  Some team members may decide to give up their position in order to be agreeable. They are being cooperative, but it costs the team the value of their opinions and ideas. |
| 1. Confrontation.   Acting aggressively and trying to win is one way to deal with a conflict. Winning can become more important than making a decision. |
| 1. Compromise.   One way in which to balance the goals of each participant and the relations among the team is for everyone to ‘give in’ a little. |
| 1. Collaboration.   When both sides of a conflict have important concerns, the team needs ot search for solutions that satisfy everyone. This requires both cooperativeness and respect for others’ positions. |