EFFECTIVE CONFLICT AND CONFRONTATION

What is "conflict"? Any interaction involving disagreement. Conflict is not inherently "bad". How people conflict usually determines whether the outcome resolves or exacerbates contentious issues.

What is a "confrontation"? When we must deliver information or ask for something from a person we fear does not want the information or does not want to give what we are asking for. It usually involves telling your truth to someone that does not necessarily want to hear it. It is one way to help resolve conflict. Not all communication is confrontation.

Do's and Don'ts of Conflict Resolution	
Do, even if they don't	**Don'ts**
Look for a Win/Win solution	Look for a Win/Lose solution
Base disagreement on issues	Base disagreement on personality
Look at outcomes	Accuse or indict
Talk about specific behaviors	Assume motivations, negatively label
Actively listen	Be defensive and discounting
Acknowledge, acknowledge, acknowledge even if they do not	Ignore, discount, or belittle their feelings and issues
Express feelings appropriately	Put feelings down or be hostile
Make it easy for them to change	Be righteous
Offer assistance	Make them wrong – rub it in
Maintain own vision of yourself and use your shield	Take it personally
Use the Do's of Effective Communication	Use the Don'ts of Effective Communication
Respond from your leader, creator best, not from a victim mindset	

SUCCESSFUL CONFRONTATIONS

Behaviors to Avoid in Confrontations	
Critical/judgmental/demeaning attitude	"What is this?" "You turkeys are all alike!"
Controlling/autocratic attitude	"My way is the right or only way." "Do it your way and it will get sent back." "You'll learn."
Sarcastic indifference	"I don't really care what you do." "It's obvious you don't want my input."
Superior/better than attitude	"I told you so." "You won't see any of us doing it that way."
Over-generalizations	"You always…" "You never…" "Why can't you ever…" "Just once, could you…"

The Seven Steps of Initiating a Confrontation	
1. State how you see the situation. Give facts, not interpretations.	"Right now, I see the situation as…" State the problem. Not: "You're trying to control everybody."
2. State how you understand the problem that causes this situation. Again, give facts, results, or negative effects.	"I see the problems that cause this are…"
3. Identify the negative consequences and feelings that result.	"The concern I have about this is…"
4. Get agreement on the problem.	"Do you see that…is a problem?"
5. Suggest possible solutions.	"I'd like to suggest…"
6. Identify consequences of the problem continuing.	"If this happens again, then…"
7. State what your understanding of the agreement or solution is.	"It is my understanding that we have agreed that…"