

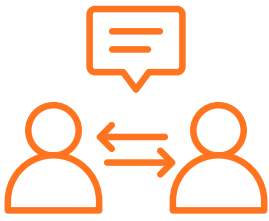


Leadership Training



**Leadership
Skills
Journal**





Conflict Resolution and Constructive Communication

Foundational Knowledge

What is it?

Conflict Resolution and Constructive Communication are crucial for maintaining a healthy and productive work environment. Constructive feedback and conflict resolution help us grow, improve, and strengthen our relationships.

Why does it matter to the people we serve?

- Builds trust and connections
- Enhances self-awareness and clarifies perceptions
- Boosts teamwork and workplace performance

Learning Outcomes

1. Review expectations of the leadership skill of conflict resolution and constructive communication
2. Share best practices and resources
3. Address scenarios related to sharing feedback and addressing conflict

Resources

[Managing Interperson Conflict: Steps for Success](#)

[Thomas-Killman Model of Conflict Management](#)

Skills Session #

Date:

Notes:

Moving Forward

 3 actions I will take because of this experience

 2 new resources or strategies I will use

 1 sentence to summarize what you learned today



Session Insights

Network Opportunities:

Bright Ideas:

Opportunities for Growth:

My Follow Up Questions:

Conflict Resolution and Constructive Communication

Feel free to use this form as you work through the session

Scenario 1: Frustration at the Concierge Desk

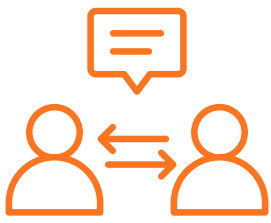
Cameron has been a loyal customer with the company for many years. When she attempted to check in at the kiosk, she encountered issues and was unable to proceed. As a result, they had to stand in a long line to be checked in by the Concierge. While the Concierge was assisting with the check-in, Cameron became frustrated, expressing her anger about having to wait.

She raised her voice, stating that they were late for her scheduled engagement and questioning why checking in was so difficult. This outburst drew attention from other customers, as she insisted that her time was not being respected.

The manager overhears the situation while walking through the lobby.

1. What steps should be taken?
2. How can the manager approach Cameron? What are the key points to keep in mind?
3. How can the manager set boundaries with Cameron to ensure staff feel safe?
4. Are their operational workflows the leader should consider?
5. How does the leader support the conceierge?

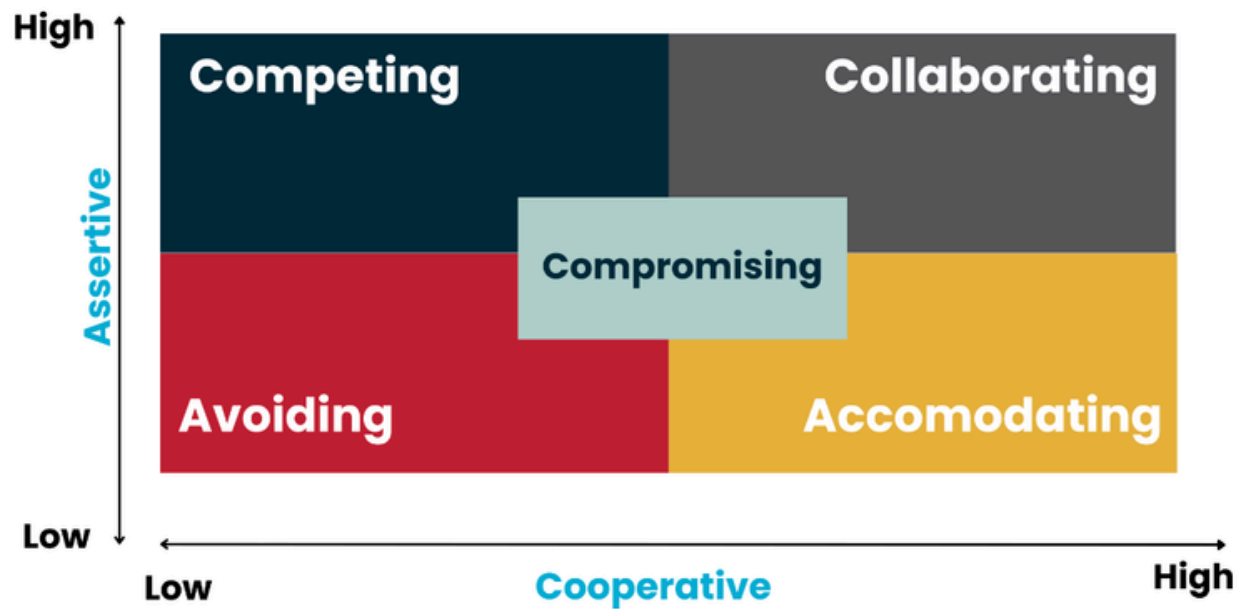
Notes:



Conflict Resolution and Constructive Communication

Supplemental Materials

Conflict Management Styles



Competing Style

What does it look like: The leader fulfills their own concerns at the expense of others. The leader uses any appropriate power they have to win the conflict.

When is it useful: This style creates immediate solutions, that may resolve the conflict, but it will only satisfy one party. This is a powerful and effective conflict-handling mode and can be appropriate and necessary in certain situations.

How does it impact the team: It will resolve the situation, but will not promote a unified or team approach to solving problems. The misuse of this mode can lead to new conflict.



Avoidance Style

What does it look like: The leader withdraws from the conflict, they do not pursue their own concerns nor the concerns of others. The leader may deal with the conflict in a passive attitude in hopes that the situation just “resolves itself.”

When is it useful: This style may be useful temporarily to de-escalate a very tense, non-emergency situation. This is especially useful when people need time to cool down.

How does it impact the team: It might encourage team members to resolve the issue themselves or it create more conflict if team members do not come to a resolution.



Addressing Conflict and Sharing Feedback

Supplementary Information



Collaborating Style

What does it look like: The leader works with the team to ensure that a resolution is met that fulfills both of their concerns. This mode will require a lot of time, energy and resources to identify the underlying needs of each party.

When is it useful: When the concerns are too important to be compromised, improve team structure and commitment, to merge ideas from individuals with different viewpoints on a situation, and when the objective is to learn.

How does it impact the team: The team has to engage in active listening, respectful communication, and have an open mind. All parties involved have a say, and all parties involved reach a solution. This solution is accepted as the best outcome for all involved.



Accommodating Style

What does it look like: The leader ignores their own concerns in order to fulfill the concerns of others. They are willing to sacrifice their own needs to “keep the peace” within the team.

When is it useful: This style creates immediate solutions, that may resolve the conflict, but it will only satisfy one party.

How does it impact the team: It might lead to one team member or group to feel seen and heard but it may make the leader come across as a pushover. It might also lead to creating conflict as a way for team members to get what they desire.



Compromising Style

What does it look like: Leaders who use this conflict-resolution style may be able to produce acceptable outcomes but may put themselves in a situation where team members will take advantage of the them.

When is it useful: This style is useful for quick or temporary decisions to a complex issue is needed, when other modes of conflict-handling are not working, and when the goals are moderately important and not worth the time and effort.

How does it impact the team: It will resolve the situation, but each party sacrifices a portion of his or her solution. A significant part of the resolution can be left out, and the best outcome may not prevail.