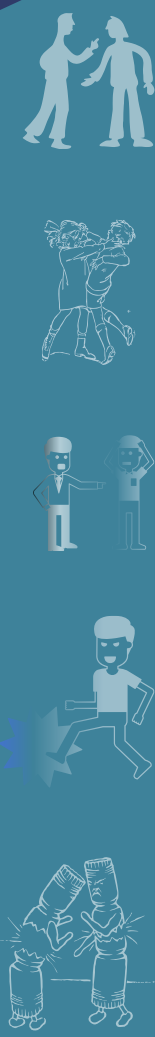


# Conflict Management Workshop

Brought to you by Interns of the University of  
Guelph-Humber's Conflict Resolution Centre



“

CONFLICT IS INEVITABLE BUT IT DOES  
NOT HAVE TO BE UNMANAGEABLE



# Who We Are



# TODAY'S AGENDA

- 1 Introduction
- 2 Defining Conflict
- 3 Sources of Conflict
- 4 Conflict Management Styles
- 5 Understanding Group Conflict
- 6 Conflict Resolution Resources Available

# ACTIVITY

Line up according to birthday

Rules: No verbal communication

Time Limit: 2 minutes





# WHAT IS CONFLICT?

# Defining Conflict



**Conflict emerges when  
disagreements,  
differences, annoyances,  
competition or  
inequities threaten  
something important to  
us**

# Types of Conflict



**Intrapersonal**



**Interpersonal**



# Types of Conflict



**Intragroup**



**Intergroup**

# Sources of Conflict

## VALUES

Different morals,  
beliefs, ethics

## STRUCTURAL

Unequal power,  
authority, control

## RELATIONSHIPS

Miscommunications &  
emotions  
Stereotypes,  
assumptions, stories  
Repeated destructive  
behaviour

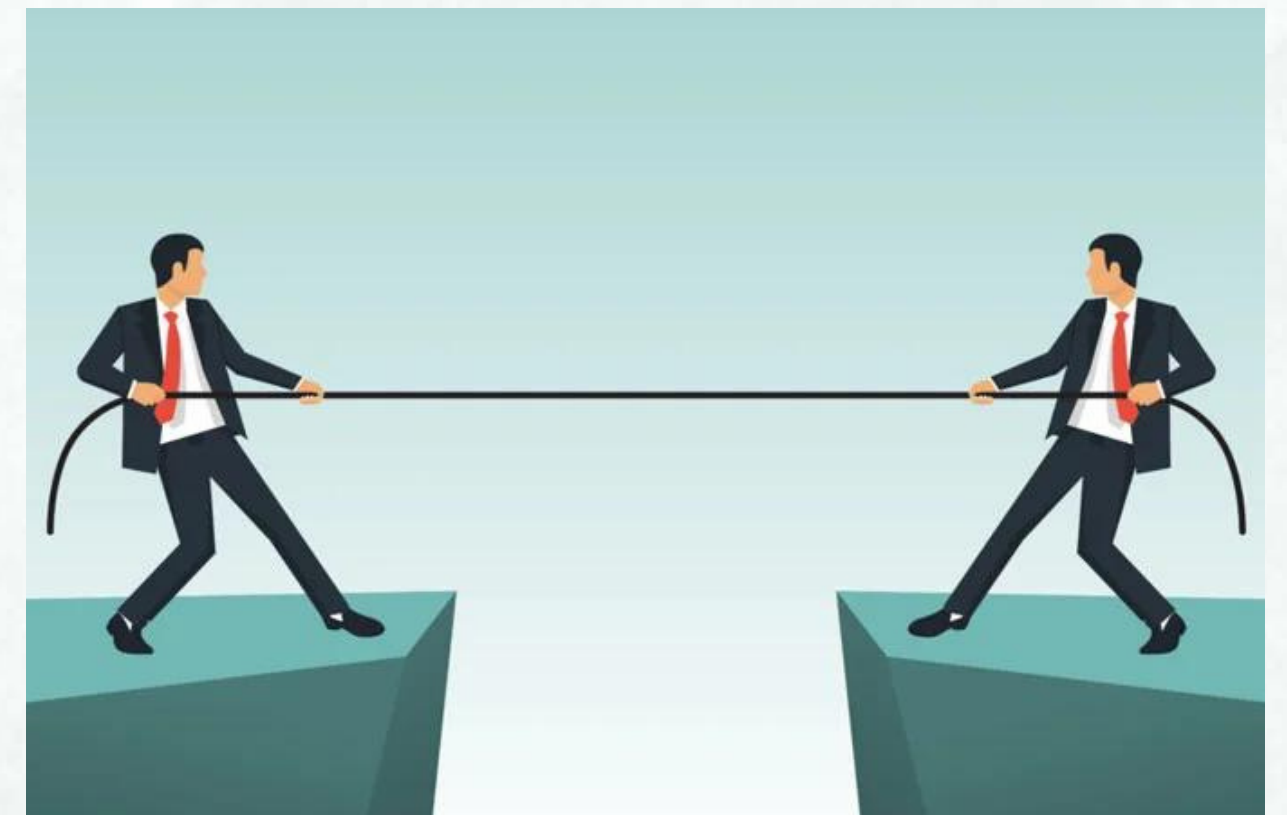
## DATA

Lack of information/  
Misinformation

Different views or  
interpretation of data

## INTERESTS

Perceived or real  
incompatible goals or  
needs





# **Conflict Management Styles**

# How would you respond in these scenarios?

Decide to go with the majority in Niagara

Cancel all plans and stay in watching Netflix

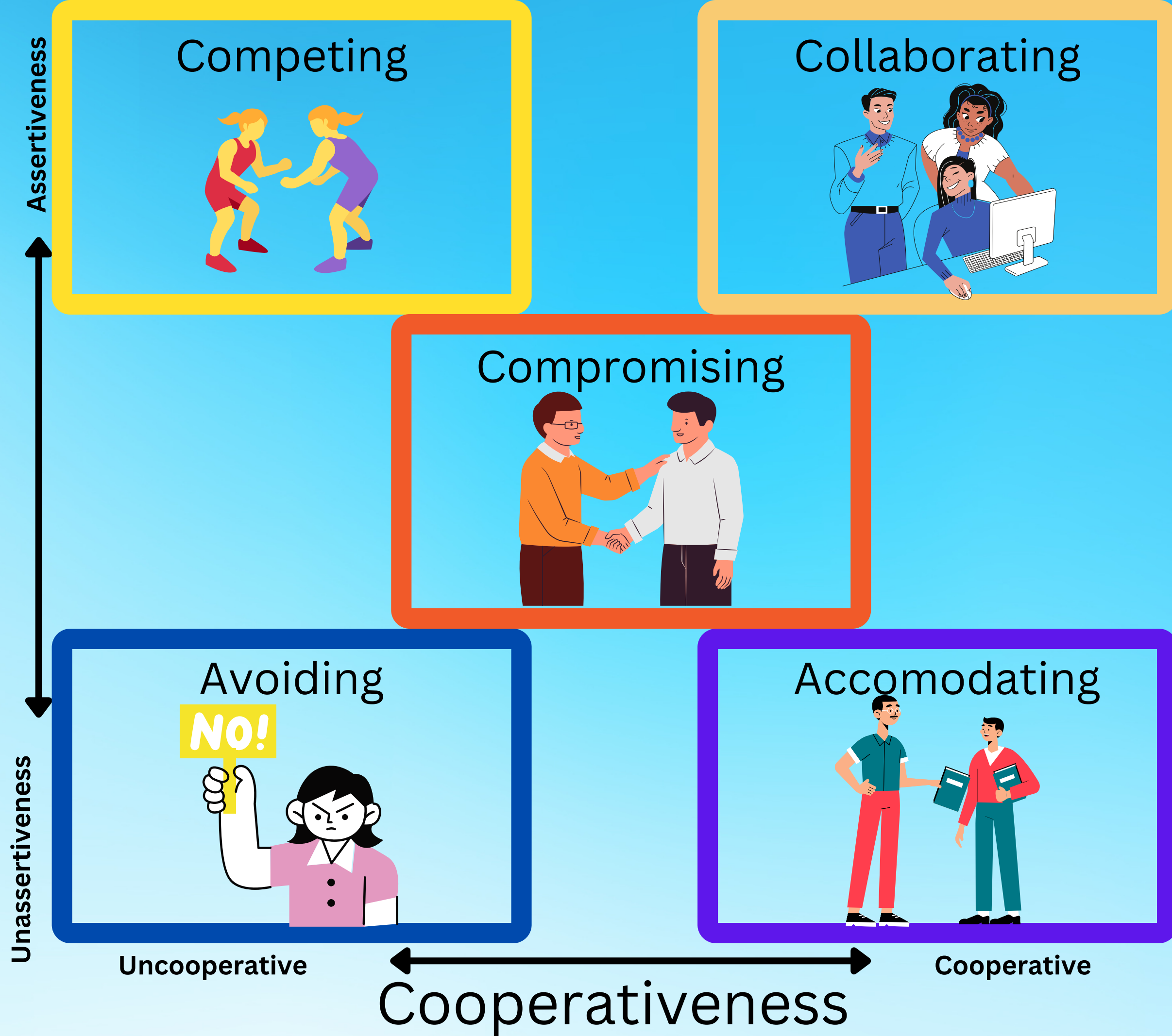
It's your celebration so you should be the one who decides

Go to Toronto this weekend and then go to Niagara the next weekend



Talk to the group and decide how to proceed together

Assertiveness



Unassertiveness

Uncooperative

Cooperative

Cooperativeness

# How would you respond in these scenarios?

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# DEFINING GROUP CONFLICT



**“CAN YOU DO ALL  
THE WORK?”**







# EVERY GROUP



# ASSIGNMENT

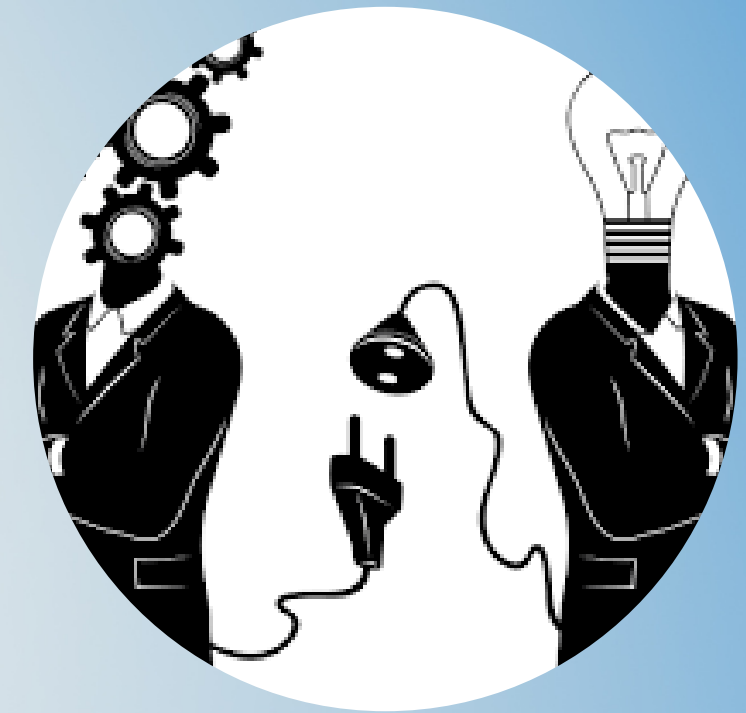
# Benefits of Group Work



**Enhances Learning**



**Improvement of Soft Skills**



**Makes Complex Tasks Manageable**



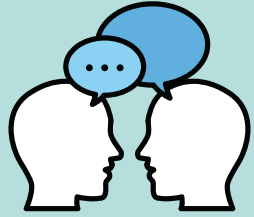
# **Types of Group Work Conflicts**

# Conflict and Culture

Culture is a flow of meanings that connect us to others, gives meaning to our beliefs, attitudes and behaviours



# Six Cultural Starting Points



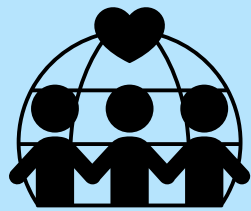
## COMMUNICATION

High Context vs Low Context



## POWER

High Power Distance vs Low Power Distance



## SENSE OF COMMUNITY

Individualism vs Communitarism



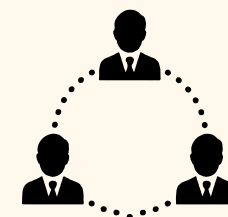
## RULES, LAWS, NORMS

Universalism vs Particularism



## TIME

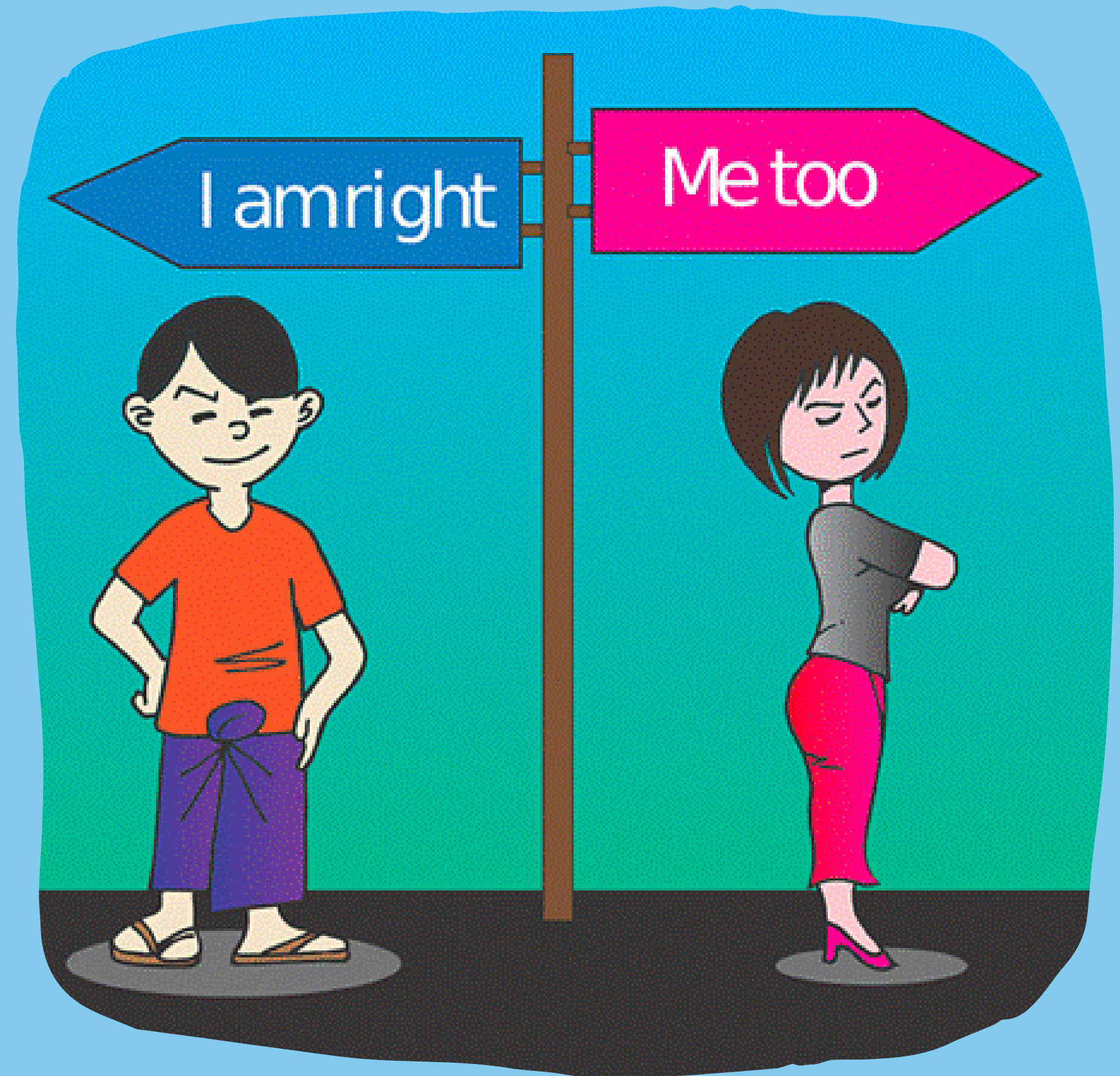
Sequential Time vs Synchronous Time



## ROLES AND OBLIGATIONS

Specificity vs Diffuseness

# Conflicts over outcomes and expectations



# Relationship & Personality Conflicts



# Process Conflicts





# Negative Impacts of Group Conflict



- ▶ **Psychological Impacts:** Discomfort, insecurity, frustration and stress
- ▶ **Other Impacts:** Tense environment, communication failures, poor performance and decrease in education quality

# Positive Impacts of Group Conflict



**Expansion of  
skills**



**Personality  
Growth**



**Innovative and  
Creative  
Solutions**



**Unity**

**BREAK**

**TIME**





# Common Group Work Conflicts and Solutions



# Scheduling Conflicts



# Recommended Solutions



## Before

Share availability as early as possible for potential group meetings and deadlines

Group discussions to facilitate communication

Have meetings virtually

## During

Try to be flexible and adaptable

Be respectful of each other's time

Collaborate online to encourage working asynchronously

Ad hoc meetings – meet if needed



**Uneven Contributions  
(Loafing or Overachieving)**

# Recommended Solutions



## Before

Clearly defining and assigning group roles and responsibilities

Equal contributions

Drafting a group contract that outlines the expectations and individual contributions



## During

Communicate directly and respectfully to the person not contributing equally

Schedule meeting with your professor if you have concerns



**I am right**

**Me too**

# **Conflicting Expectations**



# Recommended Solutions

## Before

Early communication of expectations

Create realistic expectations from the onset

Establish and agree on common goals

Create a timeline/schedule

## During

Refer to the timeline created at the beginning

Communicate effectively and respectfully about expectations



**Roadblocks**

# Recommended Solutions



## Before

Refer to the rubric to ensure that you are following instructions

Ask professor for examples from previous students



## During

Group brainstorming sessions – two heads are better than one

Reach out for assistance from fellow group members – and your professor



**Groupthink**

# Recommended Solutions



## Before

Assign specific roles:  
Leader, facilitator, editor,  
secretary and organizer

Preparation! Bring  
something to the table



## During

Group brainstorming  
sessions to openly discuss  
ideas

Mind maps to link common  
ideas and trains of thoughts

Responsibility of the leader  
to ensure all group  
members contribute equally



**Isolation of a Group**

**Member**

# Recommended Solutions



## Before

Establish expectations from the onset that require equal contribution and interaction



## During

If you are feeling isolated – communicate directly and respectfully with your group – it may not be intentional

If a member expresses that they are feeling isolated – listen to their concerns



# Components of a Team Charter



**Names of all members**



**Roles and Responsibilities of members**



**Description of the project**



**Minimum expectations**



**Ground Rules**



**Timeline or Schedule**



**How will you handle any conflict that arise**



# **Group Contract Drafting**

## **Activity**



# **Tips on Managing Conflict**

# Skills for Conflict Management

1

**Active  
Listening**



2

**Communication**



3

**Patience &  
Emotional  
Intelligence**



# 10 Commandments of Managing Conflict

**Remain Calm**

**Express feelings in words**

**Be specific**

**Deal with one issue at a time**

**No hitting below the belt**



# 10 Commandments of Managing Conflict

**Avoid making accusations**

**Avoid making generalizations**

**Avoid make-believe**

**Avoid clamming up**

**Do not stockpile**

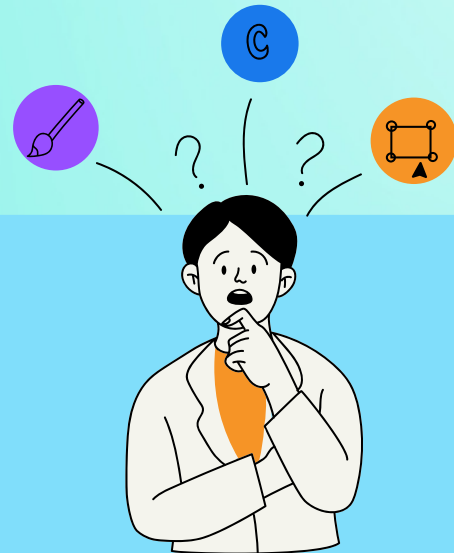


# Tips for Conflict Resolution



**Prioritize Relationships**

**Focus on the Present**



**Pick your Battles**

**Learn to Forgive**



**Let it Go**





# Humber's Dispute Resolution Clinic

As of May 1st, 2023, the clinic will be **independent from Ignite**. The clinic will now be called the **Conflict Resolution Centre (CRC)** in part of the University of Guelph Humber's general services!

↪ **Support navigating  
conflict**

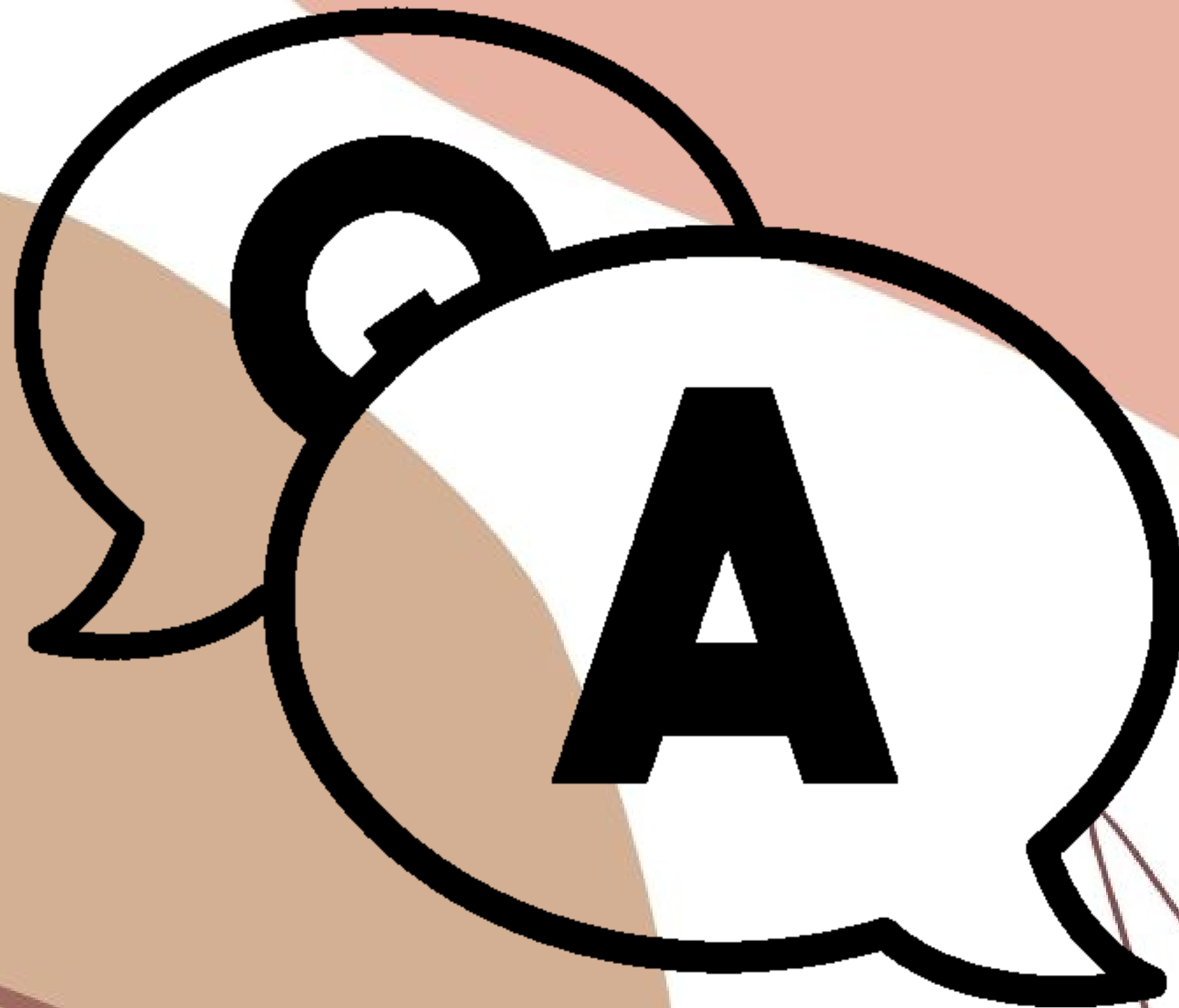
↪ **Conflict coaching**

↪ **Conflict management  
workshops**

**100% free and  
confidential sessions**







Thank you  
for  
listening!

**THE END!!!**

