



Conflict Management

Insurance Management Program



What is Conflict?

- A serious disagreement or argument
- It occurs in all relationships and cultures
- Conflict is universal, dynamic and vital part of human life
- Wherever there is risk, there is potential for conflict
- It can promote collective thinking and change



What type of conflicts could arise in the the the workplace?

- Employee to Employee
- Employee to Client
- Employee to Management
- Client To Company



How to Deal with Conflict

Conflict Resolution can be taught to best deal with any issue or disagreement that may arise

- Conflict is inevitable, and can result in a positive or negative outcome
- The ability to effectively engage in conflict is a critical skill



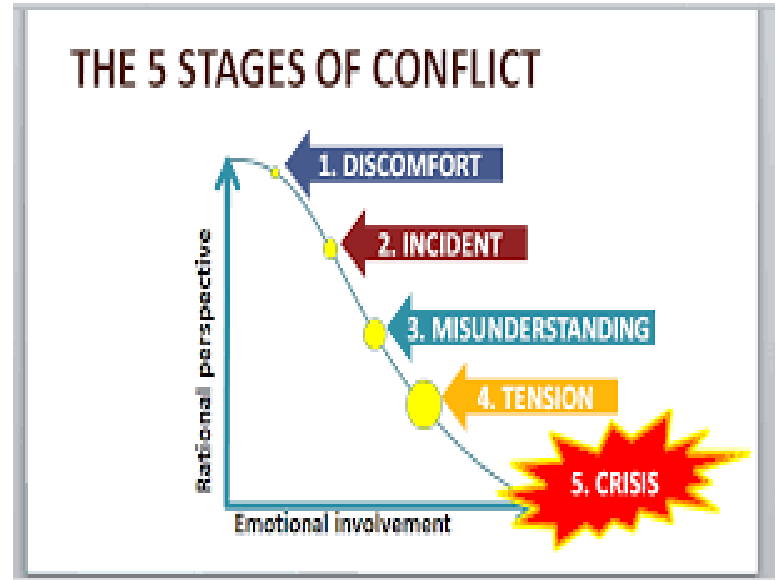
Common Causes of Conflict

- Personality clashes
- Miscommunication
- Disagreements over positions, strategies or opinions
- Personal agendas
- Power dynamics



Conflict Escalation

- Occurs with conflict over time
- The longer the conflict goes on, the more difficult it is to solve or discuss
- Those in conflict often fear their needs will not be met
- Those in conflict feel the need to protect and defend themselves
- Amygdala Hijack



What is the Amygdala Hijack?

The Amygdala Hijack refers to an emotional response one has when faced with a threatening, stressful situation.

Our nervous system responds by:

- Activates fight or flight response
- Increasing heart rate
- Prepare the body for action
- Rational, clear thinking is blurred



Dealing with the Amygdala Effect

- Move away from the topic that causes distress
- Revisiting events can trigger original, reactionary feelings
- Support a shift into cognitive brain mode
 - Take a break
 - Deep breaths
 - Be mindful



Triggers

- Self reflection is important in figuring out how you manage conflict
- Recognizing your **triggers** will allow you to better understand your conflict style
- What takes you from your best self to your worst self?



DEFENDING OR ATTACKING

Criticising others behaviors and characters

Use of threatening language

Insulting others

Minimising other persons concerns

When we hear these attacks or attack others, the conflict tends to escalate due to distrust, communication barrier and misunderstandings

Styles of Conflict Management

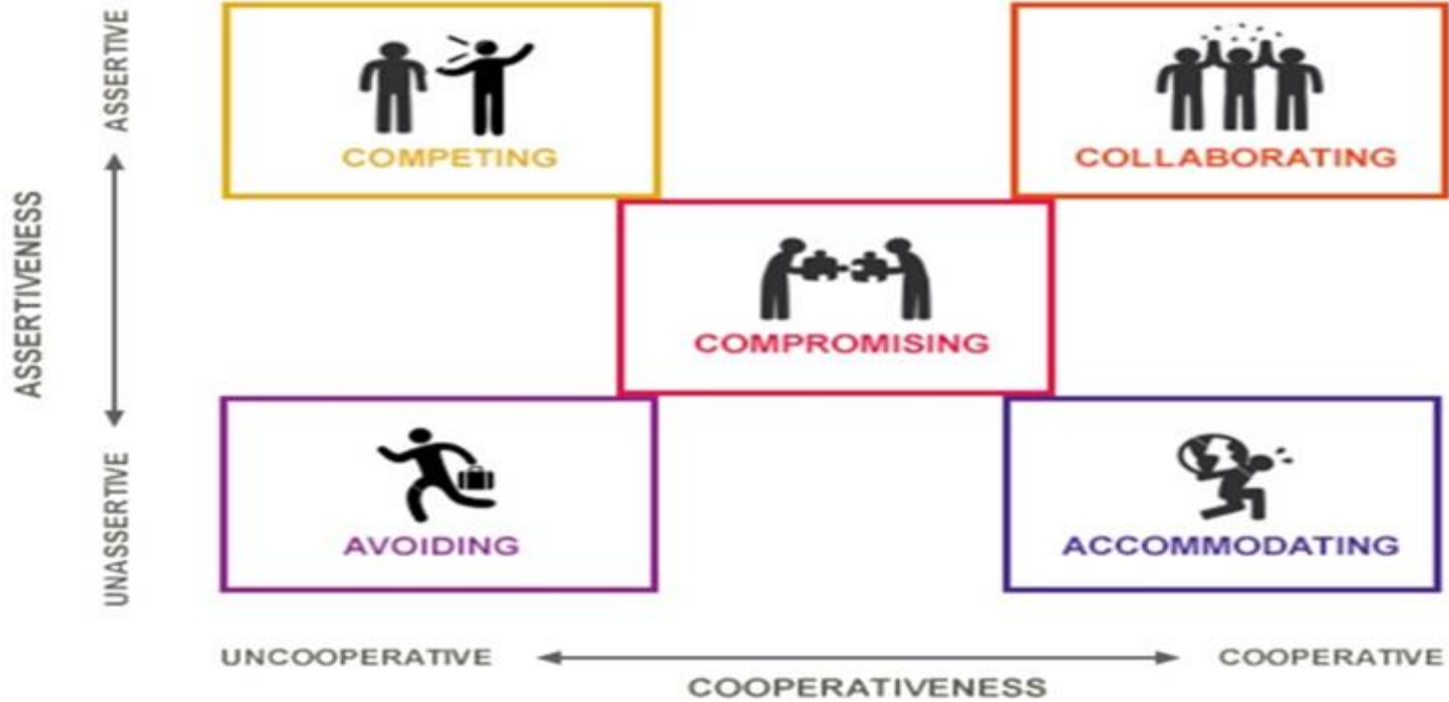
How do we each engage in conflict?

There are several different conflict styles,
self reflection will help you realize what your conflict
style is.

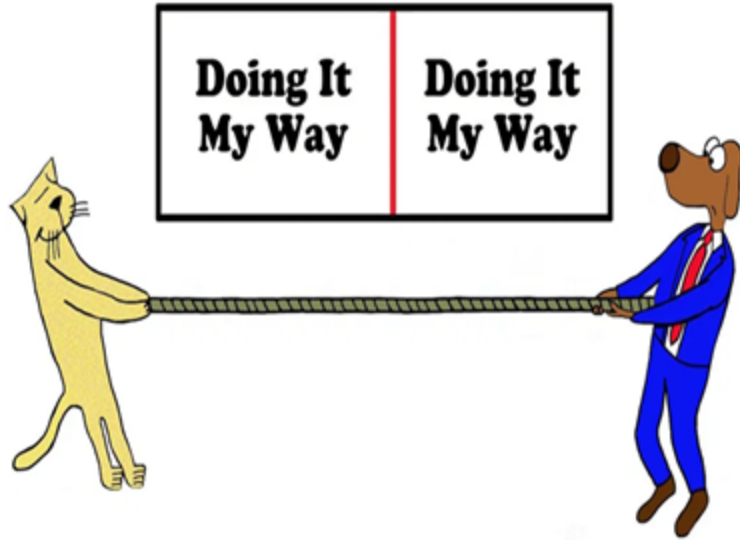


How do YOU deal with conflict?

Conflict Styles



Competing



- High concern for outcome
- Less co-operative
- More assertive
- Push for what is desired

Avoiding



- Less co-operative
- Less assertive
- Take a step away from the conflict and return after
- Helps to de-escalate situations

Comprising



- Give a little to get a little
- Quick fix for simple issues
- Good for when time is limited
- Often described as meeting in the middle “Win-win” and “lose-lose”

Accommodating



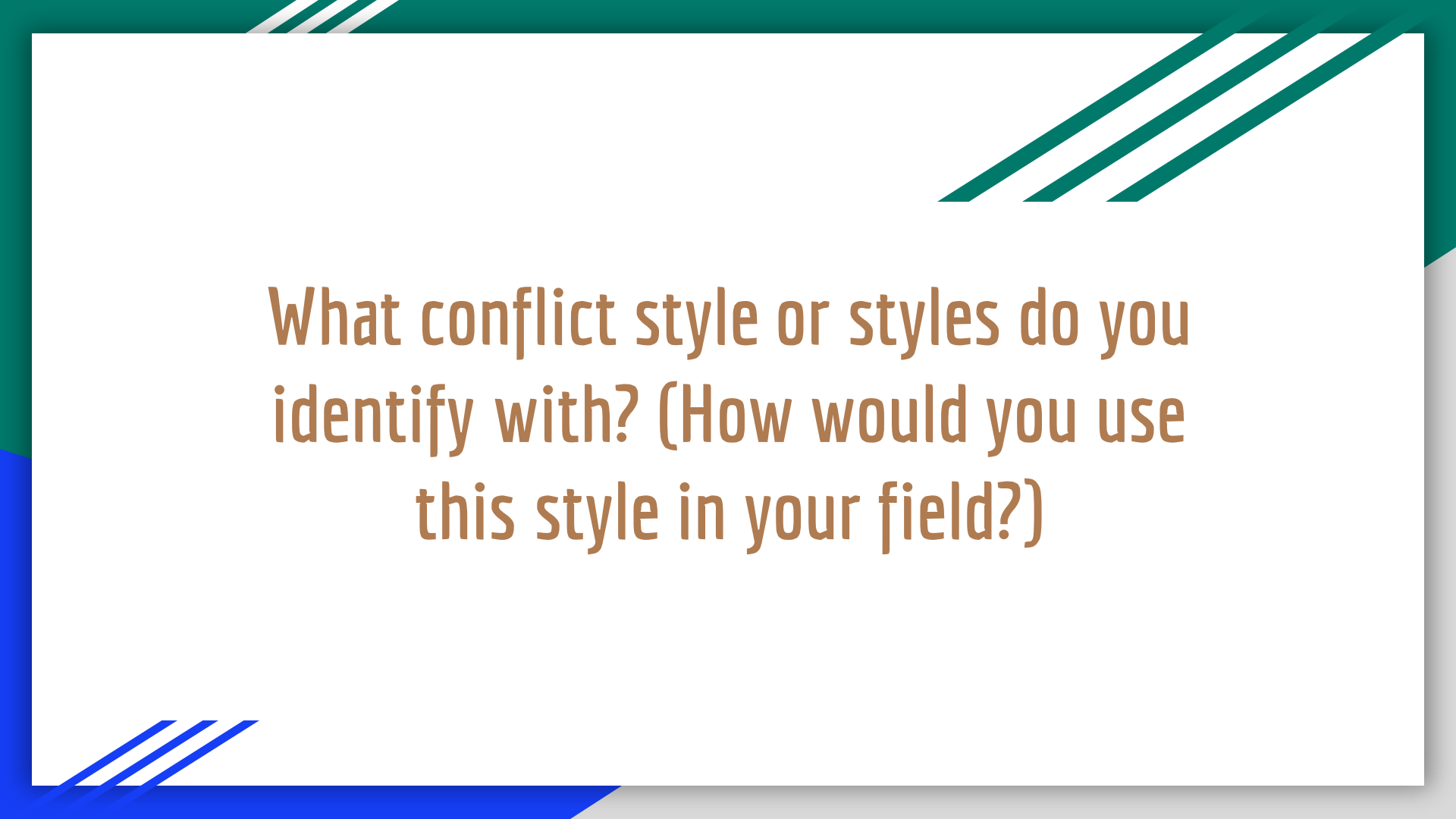
- High concern for relationship
- Very co-operative
- Give into others needs to preserve the relationship
- May become resentful if over accommodative

Collaborating



- High concern for relationship and outcome
- Work together to create a solution “Win-win” solution
- Takes time to work together





What conflict style or styles do you identify with? (How would you use this style in your field?)

Helpful Strategies to Deal with Conflict

- Active listening
- Effective communication
- Self-awareness



Key to Success:

Positive body language and eye contact

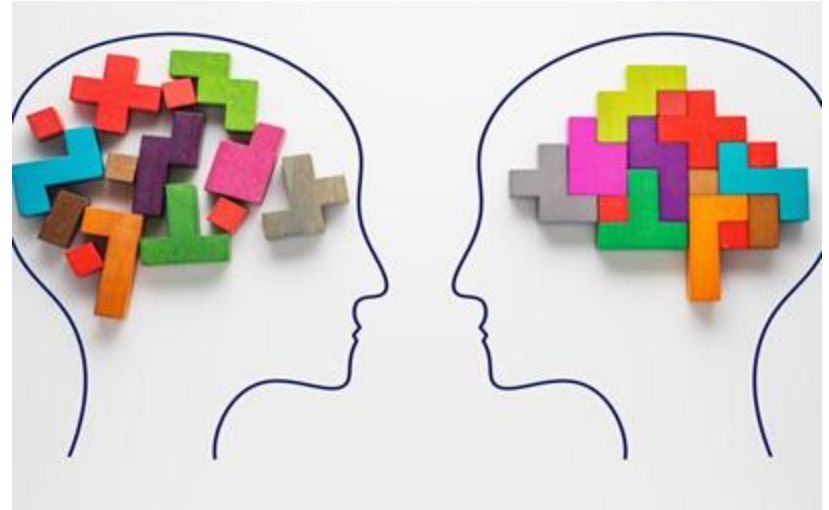
Active Listening

- Non-verbal cues
- Avoid interrupting
- Listen to understand
- Practice silence
- Ask questions
- Rephrase



Effective Communication

- Verbal communication
- Non-verbal communication
- Active listening
- Acknowledging
- Ask questions



Self Awareness

- Evaluate yourself
- Manage your emotions
- Align your behaviour with your values
- Understand how others perceive you



Conflict in the Workplace



Common causes may include:

- Misunderstandings
- Closed-mindedness
- Passive aggressive behaviour
- Work style differences
- Personality clashes

Tips for Solving Conflict

Separating People From the Problem

- Often times people tend to lose focus on the problem when we focus on those we are in conflict with
- When we separate our emotions and differences
- Recognize human element

the
office



You could always challenge your co-worker to a karate match...



Power Of Questions

- Questions allow us the opportunity to learn more information
- Different kinds of questions can be beneficial in better understanding a conflict



Closed-ended Questions...

- Include short, focused answers
- Give limited insight
- Can be easily analyzed



Example:

“Will you please do me a favour?”

“Can I help you with that?”

“

Open-ended Questions..

- Allow longer, more in depth answers
- More information provided
- Meaningful answers can be based on someone's feelings, thoughts and knowledge

Example:

“How are you feeling today?”

“How did the fight between you two start?”

“What happened with this claim?”

Probing Questions...

- Request more information on a certain matter
- Allows you to gain greater insight
- Helps to uncover reasons and emotions



Example:

“What bothers you most about this situation?”

“Why do you think this is the case?”

Funnelling Questions...

- Starts with asking general questions
- Moves into more specific questions
- Asks more and more detailed questions



Example:

“Why do you think that is?”

“When have you done something like this before?”

“

Steps for Raising a Concern

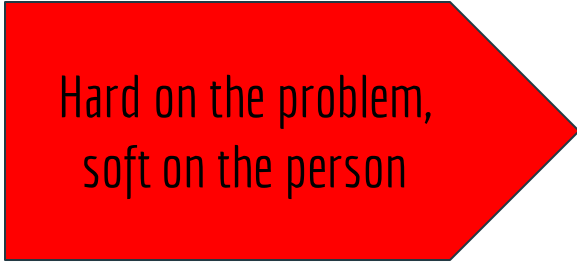
- Describe the problem
- Describe the impact
- Request for further discussion
- Express and identify feelings



Tips for Confronting Conflict



Planning



Hard on the problem,
soft on the person




Ask for permission



Seek a safe
environment



Be honest



Express yourself
without placing blame
on someone else

Resources Available to Students on Campus

- Student Wellness & Accessibility Centre
- Office of Student Conduct
- Dispute Resolution Conflict



HUMBER

Dispute Resolution Clinic

ADVISING FOR
ACADEMIC
APPEALS



Conflict Coaching
& Mediation



PARTNERED WITH
IGNITE STUDENT
GOVERNMENT



DRC Hours

North Campus:

Tuesday & Thursday: 10:00am-2:00pm

Friday: 9am-5pm

Lakeshore Campus:

Tuesday & Thursday: 10am-2pm

Friday: 9am-5pm



What does the DRC offer?

- Helps guide you through conflict
- ON or OFF campus disputes
- Grade review & academic appeals
- 100% confidential
- FREE



DRC Goals

1. To provide students with alternative dispute resolution (ADR) experience under the supervision of qualified community mediators
2. To teach students about Community Mediation
3. To provide the local school community and the greater South Etobicoke community with access to free conflict resolution services
4. To provide mediation to community members in the South Etobicoke Area

How to get in touch...

The Dispute Resolution Clinic is currently offered online

- 30 minute virtual meetings
- By appointment only
- Strictly confidential



Tips for Success

- Stay positive
- Be present
- Listen to understand
- Reflect





Thank You for Listening!
Any Questions?