

CONFLICT RESOLUTION

1. Are you listening? Or are you listening to answer?
2. Listen until they are done. Do not interrupt. Really listen, hear them.
3. If you are on the phone, please say “ok, please continue, I’m listening” – don’t just give dead silence. You want them to know you are listening.
4. After they’ve stated their initial concerns, make sure you’ve really gotten to the crux of the situation. You want to find out what the ‘real’ problem is.

Questions like:

- a. What about that bothers you the most?
 - b. What about that is the most important to you?
5. Repeat what you heard them say. “Let me make sure I heard you correctly.
You said, is that correct?”
 6. Take responsibility for what is yours. Apologize for what you or your team did, and do it first.
 7. Don’t state issues of difference as fact. For example: My information shows this, but let me look into a little more and get back to you on that.
 8. Attack the problem, not the person. Don’t make it personal!
 9. Focus on solving the problem, not on blaming.
 10. Anger never solves anything. Bring in the big guns if you need too (bosses).

Links for further research:

<http://www.edcc.edu/counseling/documents/Conflict.pdf>

<http://hr.berkeley.edu/hr-network/central-guide-managing-hr/managing-hr/interaction/conflict/resolving>

THE POWER PARADOX – POWER PRINCIPLES

1. Power is about altering the states of others.
2. Power is part of every relationship and interaction.
3. Power is found in everyday actions.
4. Power comes from empowering others in social networks.
5. Groups give power to those who advance the greater good.
6. Groups construct reputations that determine the capacity to influence.
7. Groups reward those who advance the greater good with status and esteem.
8. Groups punish those who undermine the greater good with gossip.
9. Enduring power comes from empathy.
10. Enduring power comes from giving.
11. Enduring power comes from expressing gratitude.
12. Enduring power comes from telling stories that unite.
13. Power leads to empathy deficits and diminished moral sentiments.
14. Power leads to self-serving impulsivity.
15. Power leads to incivility and disrespect.
16. Power leads to narratives of exceptionalism.
17. Powerlessness involves facing environments of continual threat.
18. Stress defines the experience of powerlessness.
19. Powerlessness undermines the ability to contribute to society.
20. Powerlessness causes poor health.