



# **Conflict Resolution**

Managing Relationships

May 20, 2021

- Define and understand the nature of interpersonal conflict
- Review the common sources and signs of conflict
- *Insert appropriate objective that would follow the 2 previous objectives. Introduce this objective using 2 to 3 PowerPoint slides*

- Introduce an appropriate Ice Breaker.

**the struggle that results when people with different and seemingly incompatible goals, values or agendas must cooperate in order to achieve their objectives.”**



- **Competing goals**
- **Different points of view**
- **Ambiguity of role or mission**
- **Unclear lines of authority**
- **Dehumanization**

- **Deadlines/ overwork**
- **Passed over for promotion, key assignment, etc**
- **Being left out**
- **Incompetence of others**
- **Rumors**

- **Lowered productivity**
- **High turn-over**
- **Missed deadlines**
- **Power struggles**
- **Lack of creativity or innovation**
- **Chronic mental or physical problems among employees**

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