

1. What is conflict?

Simply put, conflict can be defined as a clash or incompatibility between two or more opinions. More approachably, conflict is an opportunity to engage in a conversation with someone who has a different view point of the same situation.



2. How can I be better prepared to handle conflict?



Conflict can often be thought of as a large-scale, explosive, or extremely tense situation that is often ongoing- but did you know you experience conflict on a daily basis? Anything from preferring a window open in a shared space when other members of your team insist it stays closed, to not feeling like a co-worker is pulling their weight on a project is a conflict. Be more prepared to handle small, every day conflicts so they don't turn into larger issues. Watch this training on [Conflict Resolution for Beginners](#).

Use your CWRU network ID to access this training through LinkedIn Learning

Conflict Tips

Spot it Prepare for it Resolve it

4. We all make mistakes...

but we want to make sure that we are prepared for some of the most common mistakes made in conflict so as to not make the situation worse. As people, we all have reactions that come up when we receive feedback. Our goal isn't to eliminate feelings or reactions, but to channel them in a way that is productive to problem solving. Watch this training on [Mistakes to Avoid When Resolving Conflict](#).

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3. Six steps to approach conflict:

- 1 Recognize and acknowledge the conflict.
- 2 Describe the conflict and determine the root- for yourself.
- 3 Gain perspective- describe the conflict from your point of view to the other party. Given them a chance to respond and actually listen to what they have to say.
- 4 Seek common ground- what did the other person share with you? What do you both want? Focus on what would serve both of you, there is often at least one mutually beneficial outcome.
- 5 Identify Solutions- what would make the situation better? What do you both need to move forward? Define what an agreeable solution would be.
- 6 Develop a plan- identify the actions necessary to create change. What will you contribute to keep from entering this same conflict again? Actions on both sides are critical for a sustainable plan.



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