



CONFLICT RESOLUTION ISN'T ENOUGH . . .

Insights & Skills for Managing Conflict

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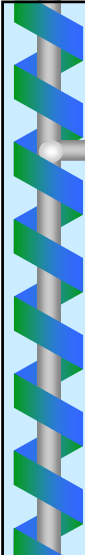


Workshop Goals/Agenda

- Identify your own conflict management style.
- Gain insights for working across different styles.
- Discuss dominant national and sub-culture conflict styles.
- Consider applications for managing conflict toward resolution.

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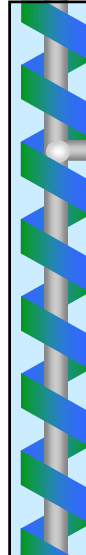


Dynamics of Conflict

- Observations about conflict.
- Your own reactions to conflict.

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Working with Conflict

- Your own preferred conflict management style.
- Cross-styles: how different styles interact.

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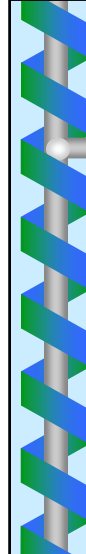
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Conflict Management Styles

- Competing
- Synergizing
- Affiliating
- Avoiding
- ? Others

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Competing

- Differences are expected.
- We owe it to ourselves to prevail.
- Winning or being a good loser is what is important.
- Persuasion, power and force are all acceptable tools.

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Synergizing

- Differences are natural and neither good nor bad.
- Conflict requires dialogue and objective problem-solving.
- Differences can be resolved and, as a result, relationships strengthened.
- Creative solutions can be achieved as well.

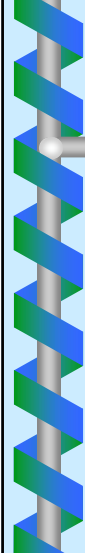
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Affiliating

- Differences only serve to drive people apart.
- One must guard against irreparable damage to relationships.
- Attention should be given to others' needs and desires.
- It is better to ignore differences than risk open combat.

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Avoiding

- Individual differences are beyond the influence of others.
- It is better to withdraw than be caught in an endless struggle.
- Few conflicts are worth extended effort to resolve.
- Impersonal tolerance is the best approach to handling conflict.

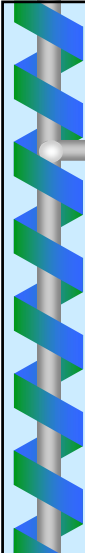
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Conflict Management Styles

- Which is your preferred style?

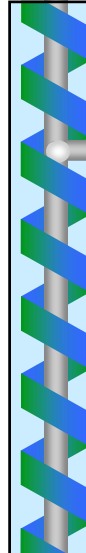
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Cross-Styles

- How do people with different conflict management styles interact?

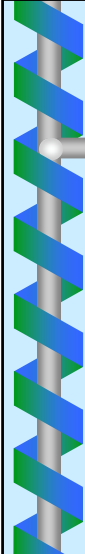
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Working across Different Styles

- Find a partner, preferably with a different style than yours.
- Tell your partner your reaction to their style.
- Listen to your partner’s reaction to your style.

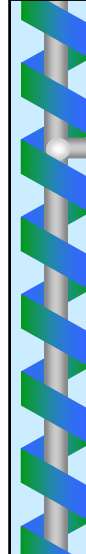
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Big Picture: Dominant Conflict Management Styles

- National Cultures
- Sub-cultures:
 - Ethnic Groups
 - Other Identity Groups
 - Organizations, etc.

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Managing Conflict toward a Resolution

- Using these three concepts:
 - Preferred conflict management styles
 - Cross-style interactions
 - National and sub-group dominant conflict management styles
- How would you prepare and coach representatives of a two-sided conflict who are charged to find a resolution?

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Congratulations

- Thank you for joining us and your thoughtful work.
- We hope to see you at the gala this evening!

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