Constructive Conflict Resolution

Playing with fire without getting burned

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ouch?
Conflict isn’t bad.
Dealing with conflict productively
A step-by-step guide
Dealing with conflict productively

A step-by-step guide

Spot the Conflict → ACK that it needs fixing → Personal System Reboot → Root Cause Analysis

Agree to Disagree → Negotiate to Compromise → Come to Resolution
Step 1: Spot the conflict
Step 2: All parties ACK it needs fixing.
Otherwise...

@age should allow numbers

416

GREEN

closed-wont-fix
Step 3: Personal system reboot
Step 4: Root Cause Analysis
Unmet needs
Unmet needs
Unmet needs

...consider state checks; “I statements”
Clashing values
Clashing values

Tastes great.
Less filling.
Clashing values

Tastes great.
Less filling.

...consider negotiation & compromise
Underlying assumptions
Underlying assumptions
Underlying assumptions

...consider building common fact base
Different perspectives
Different perspectives
Different perspectives

...consider standing in the other party’s shoes
Step 5: Resolve, compromise, agree to disagree
Resolve

- Discover there wasn’t really a problem, or
- Find a new win-win solution
Compromise

Everyone shifts towards the middle a little
Agree to disagree

- Not a great first response
- Can be a good endpoint if process was effective
- Need parameters to avoid accumulation of baggage
Conflict...
“the root of personal and social change; it is the medium through which problems can be aired and solutions arrived at.”
- Morton Deutsch
THANK YOU

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