

**Conflict
Management Styles**

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Conflict Styles Test

- Please take a few moments before the session begins to fill out your *Conflict Styles Test*
- When completing your test, **think of a time when you were in conflict** and answer the questions in that context
- Score yourself on the test and start to explore “what your style means”
- Prepare for small group discussion

Small Group Discussion...

- 1. What are your top 2 styles?
- 2. What are the *challenges/costs* of each style?
- 3. What could you do to overcome the *challenges/costs* given the **strengths/benefits** of your style?

**When we are in our
"comfort zone" we are:**

hard working
dependable
friendly
helpful
a "good person"

**What happens to us
when we experience
conflict or have to
approach a difficult
conversation, i.e. out of
our "comfort zone?"**

**Fundamental Experience of
Conflict**

<u>IN conflict WE feel:</u>	<u>IN conflict we look at the</u>
-self-focused	<u>OTHER person as:</u>
-tense	-defensive
-confused	-not listening
-frustrated	-uncompromising
-unsure	-stupid
-out of control	-manipulative
-difficult to problem solve	-not understanding
	-controlling

Why do we experience Conflict this way?

- Innate Physiological Response
- Emotional Override
- Critical Conflict Replay
- The Pity Party
- Playing the Trigger Card
 - Exploring Our Triggers

The COST of Conflict in Your Workplace

Conflict is expensive!! In the workplace can result in:

- Poor morale, absenteeism attrition	- Unfair treatment, discrimination, harassment
- Wasted, nonproductive time	- Stress-related medical conditions
- Poor decision making	- Workers' compensation claims
- Angry, resistant employees, feuding groups "we vs they" attitude	- Complaints and grievances
- Poor communication	- Theft, sabotage, violence, lawsuits

How Expensive?

- 30-40% of supervisors' and managers' daily activities are devoted to dealing with conflicts in the workplace
- \$700,000.00 is the average jury award in wrongful termination suits
- \$80,000.00 in EEO discrimination charges are filed annually
- \$162,000.00 is the average cost of litigating an EEO claim
- \$58,000.00 is the average amount paid on a sexual harassment complaint
- 55% of employment claims result in money awards to employees
- \$2.7 million is the average amount of punitive damages awarded in employment cases

**Upcoming Training Opportunities
with the Conflict Resolution Center**

- **The Art of Having Difficult Conversations**
Thursday, September 17, 8am-5pm Grand Forks, ND
Thursday, September 24, 8am-5pm Fargo, ND
Fee: \$125.00

- **40-Hour Civil and Employment Mediation Seminar**
October 26-30, Bismarck, ND
Fee: \$875.00
Early Bird Fee until 10-01-09: \$775.00
(HRCI Credits Available)

To register call 701-777-3640 or visit <http://conflictresolution.und.edu>
