

MoATA 3rd Annual Educator's and Athletic Training Student Conference

Conflict Management and
Effective Communication

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Conflict

What comes to mind when you think of conflict?

Conflict

Good or Bad?

Productive or Destructive?

Promote or Prevent?

Conflict

Probably depends on the type of conflict, the situation, and how it is managed.

Conflict

What is it?

- “...the process which begins when one party perceives that another has frustrated, or is about to frustrate, some concern of his [sic](Thomas,1992, p. 265).

Conflict

What is it?

- Barki and Hartwick (2001) described interpersonal conflict as “a phenomenon that occurs between interdependent parties as they experience negative **emotional reactions** to **perceived disagreements** and **interference** with the attainment of their goals” (p. 198).

Conflict

What is it?

- Incompatibility of concerns among people (Thomas, Thomas, and Schaubhut, 2008)
- A state of divergent ideas, interests, or persons (Merriam-Webster)

Conflict

Chinese Ideograph
Conflict

衝突

Combines danger and opportunity

Types of Conflict

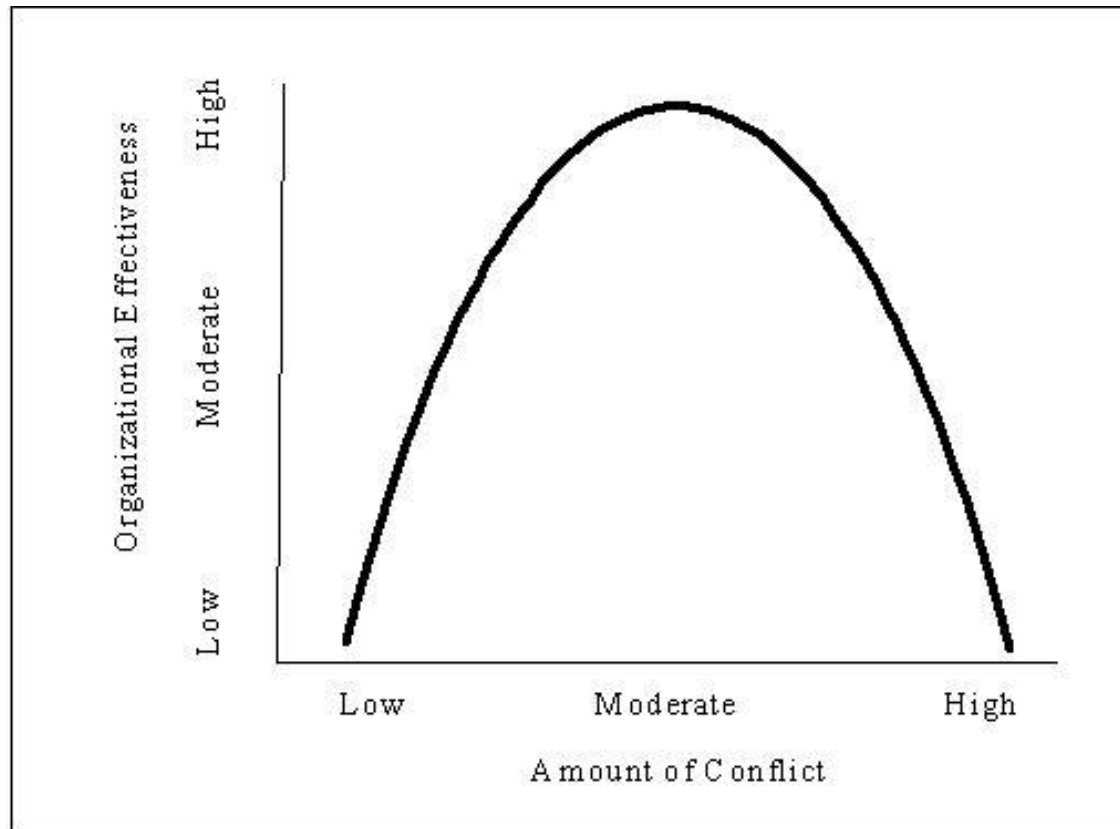
- Interpersonal
- Affective vs. Substantive
- Should we prevent/resolve conflict?
- Should we promote/manage conflict?

Conflict Management

- Affective
 - Prevent
 - Resolve

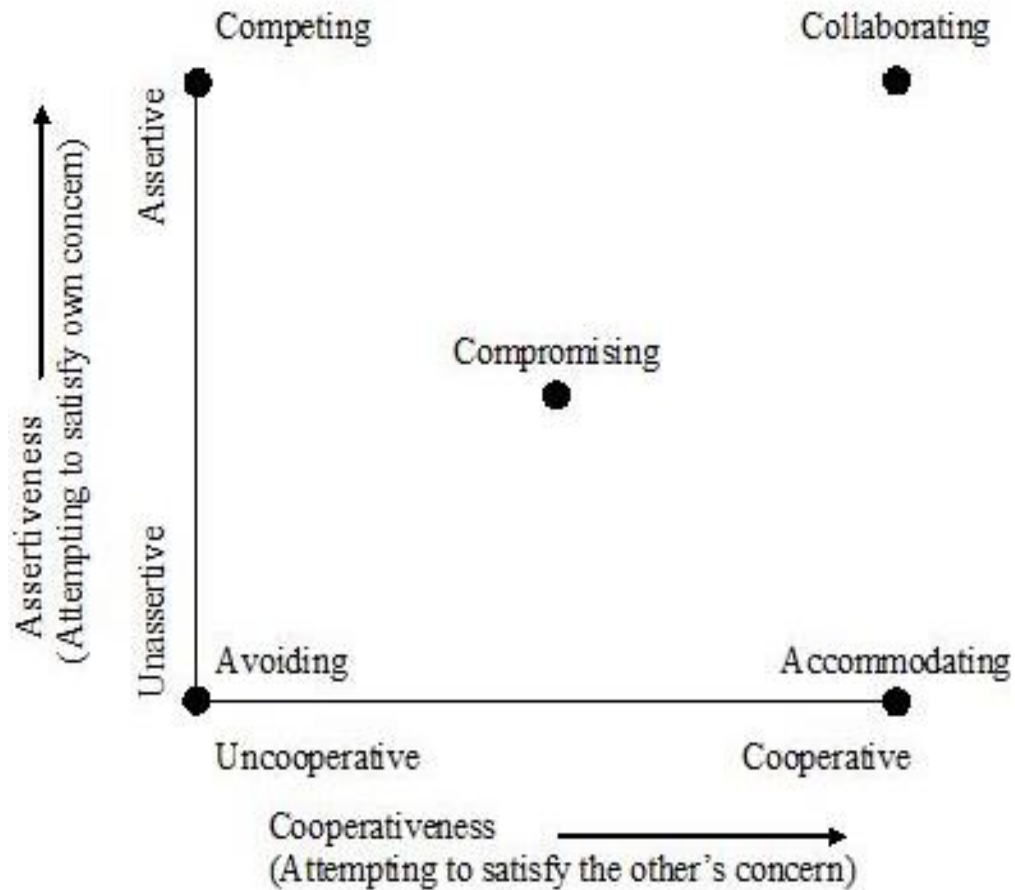
- Substantive
 - Promote
 - Manage

Conflict Management



Adapted from Rahim & Bonoma, 1979

Conflict Management



Adapted from Thomas, 1976

Conflict Management

- Competing/Controlling
 - Assertive and uncooperative
 - Power oriented
 - Win-lose
- Accommodating
 - Unassertive and cooperative
 - Opposite of competing
 - Self-sacrifice
 - Lose-win

Conflict Management

- Avoiding
 - Unassertive and uncooperative
 - Postpone
 - Let others manage
 - Lose-win
- Compromising
 - Partially satisfies both parties
 - Mini-win/lose – mini-win/lose

Conflict Management

- Collaborating
 - Assertive and cooperative
 - Opposite of avoiding
 - Win-win

Conflict Management

- 4 Concepts to Follow
 - Accept differences among people
 - Participation and teamwork
 - Effective communication
 - Emotional intelligence

Effective Communication

One word exercise

Effective Communication

Partner discussion activity

Effective Communication

- Dialogue = an exchange of ideas
 - Intent is not to convince the other party
- Multiple perspectives
 - Avoid viewing your perspective only
- Understand first, be understood second
 - Avoid thinking of contradictions/oppositions

Emotional Intelligence

- The ability to recognize and interpret your emotions
- The ability to recognize and interpret other's emotions
- The ability to effectively manage emotions

- Start with “heart”
 - Recognize and control your emotions
 - Tense, sweaty, butterflies, angered, hurt, etc
 - Recognize other’s emotions
 - Anger, silence, avoidance, violence, body language, etc

- Create safety
 - Mutual purpose
 - Mutual respect
 - Facts vs. stories
 - Victims
 - Villains
 - Helpless
 - Apologize
 - Contrasting

- Focus on interests rather than positions
 - Shared interests
 - Accomplish this through dialogue
 - Separate the people from the problem
- Position = what you have decided on
- Interests = the things that caused you to decide
- The “Orange” story

Questions