

Question of the Week – August 14, 2022



What should be the 1st question in Conflict Resolution?

Conflict exists everywhere and it can surface at home, work, among friends, etc. There are a lot of strategies to get to conflict resolution such as Mediation, Arbitration, Collaboration to mention a few. But nothing matters if at the beginning a question is not asked – Is there interest in resolving the conflict? If the answer is NO then insisting on a resolution is a waste of time. Do you agree?

Arturo Corral

Leader Talking Points

Opportunity: Team-Building Activity

- a. Ask team members for examples on tips on conflict resolution outside of work.
 - 1) Argument with Your Kids: So your kids have an issue with home tasks like cleaning their rooms and you reach a stalemate and don't know what to do next.
 - 2) Other.

Discussion Points

- a. Ask your team for examples on conflict resolution at work.
 - 1) Team Assignments: You disagree on the "why" of special assignments going to a selected few while you are excluded.
 - 2) Other.
- b. Ask your team for ideas on how to manage conflict resolution at work.
 - 1) Assertive vs. Cooperation: Team discussion on how these two intersect and the impact it has on getting problems resolved.
 - 2) Other?

Team Challenge Activity

- a. Ask the team to offer one or two areas where managing conflict resolution has been an issue.
 - 1) Example: Identify a situation where a team is challenged by a team member who refuses to resolve an issue and instead turns to blaming and ignoring the problem.
 - 2) Ask for a volunteer to take the lead to work with the manager and team on the selected opportunity and report back to team on next steps.

AMC Sedona Management LLC
arturo.corral@sedonamanagement.com