Playing Well with Others:

Communication
Conflict
Consensus
What is Conflict?
Conflict = difference

• Not good or bad except in how it's handled

• Important for personal or organizational growth

• Can create new ideas and innovations
## Types of conflict

<table>
<thead>
<tr>
<th>Within People (Intrapersonal)</th>
<th>Between People (interpersonal)</th>
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<tbody>
<tr>
<td>Within Groups (intragroup)</td>
<td>Between Groups (intergroup)</td>
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Common Reasons for Conflict:

• Different Styles
• Different Values
• Scarce Resources
• Different Goals
Table Group Conversation (5 minutes):

In your experience as a parent, where have you experienced conflicts over scarce resources or different goals?
Leadership and Conflict
Styles of Conflict Management

• Five basic conflict management styles

• We often “naturally” use one more often

• Good leaders learn to use multiple styles depending on the situation

• We can learn to be more effective with all styles
Completing the Thomas-Kilmann Conflict Mode Instrument

• You have to choose between two statements so pick the one that is MOST TRUE for you (check that box)

• Instrument is on front and back
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<tr>
<th></th>
<th>Competing</th>
<th>Collaborating</th>
<th>Compromising</th>
<th>Avoiding</th>
<th>Accommodating</th>
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Small Group Activity

Get into a group with people who have your same high score.

Create a short CREATIVE presentation to teach us about this conflict style (Think song or skit)

Consider these questions:

• What would it look like to use this style?
• When is this a good style to use?
• How could you build skills in this area?

**Pay attention to how you respond to the conflict during this activity**
Small Group Presentations

What topics/skills from WiFLI could assist in each conflict management style?
Reflection

What did I learn about my conflict style?

What skills would help me further develop my conflict management strategies?
Consensus Building

Enhancing Collaborative Conflict Management
How are Decisions Made?

- By one person with power
- Through majority rule
- Through unanimous agreement

Alternative= Consensus Building
What is Consensus Building?

• Cooperative process—all input needed
• Everyone actively engaged in finding best solution for group—”harvests group wisdom”

CONSENT=give permission

• You may not agree 100% but based on listening you agree to let decision go forward
Three Stages of Consensus

1. Discussion
2. Proposal
3. Modification

Consensus decision making requires good facilitation.
1. Discussion
• Thoughts and ideas shared freely
  Share and listen to all perspectives

2. Proposal
• Synthesize ideas into one or more proposal statements—capture common ground in writing

3. Modification
• Discuss the proposals
• Add, subtract and alter them in writing
How do you know if you have consensus?

• All participants give their permission for the proposal to go forward

• Don’t have to fully agree

• Consider the best interest of the group

• Best solution possible at this time

IT CAN TAKE A LONG TIME AND MANY MEETINGS!!!
What skills and qualities would you need to be successful participant in this process?
Tips for Consensus Building:

https://www.youtube.com/watch?v=Mc_hUFOGLYg
• Active listening/communication
• Perspective taking
• Humility
• THINK SERVANT LEADERSHIP!