



TEAM **LEADER** TOOLS

Conflict to Collaboration Tool



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Conflict to Collaboration Tool

Overview

What and Why

We might think of team conflict as a negative experience. To describe it, we might use words like struggle, tension, strife, and confrontation. Seldom do we associate team conflict with collaboration. But there is a close relationship between the two. Although conflict involves struggle, if handled effectively, it can be a source of strength, momentum, and creativity for a team. It can lead to successful collaboration.

The Conflict to Collaboration Tool helps teams and team members transform conflict situations into collaboration.

How

The following key actions can help your team turn conflict into collaboration.

1. Use the Conflict to Collaboration Principles and Model to help your team learn about and discuss the nature of conflict, especially as it relates to your specific team.
2. Help your team discuss the meaning and importance of true collaboration within your team. Help your team establish operating guidelines for collaboration.
3. Help your team use the Conflict to Collaboration Worksheet as a tool for defining and addressing conflict situations and transforming them into opportunities for collaboration.



Conflict to Collaboration

Principles

NATURE of CONFLICT WHY CONFLICT OCCURS

Here are some typical reasons why conflict might occur in the team setting.

People care — In general, people care about the work they do.

People are different — We all have our own styles, perspectives, opinions, and work preferences. This diversity stimulates creativity and provides variety to the workplace.

People have expectations — We all enter into situations with certain needs and expectations.

People rely on each other — Most work processes today require a certain amount of teamwork, interaction, and collaboration. What we do can have an impact on the success of others and the team. Likewise, what others do can have an impact on our success?

Learning to effectively manage conflict enables the team to take on bigger challenges and withstand the roadblocks that inevitably occur.

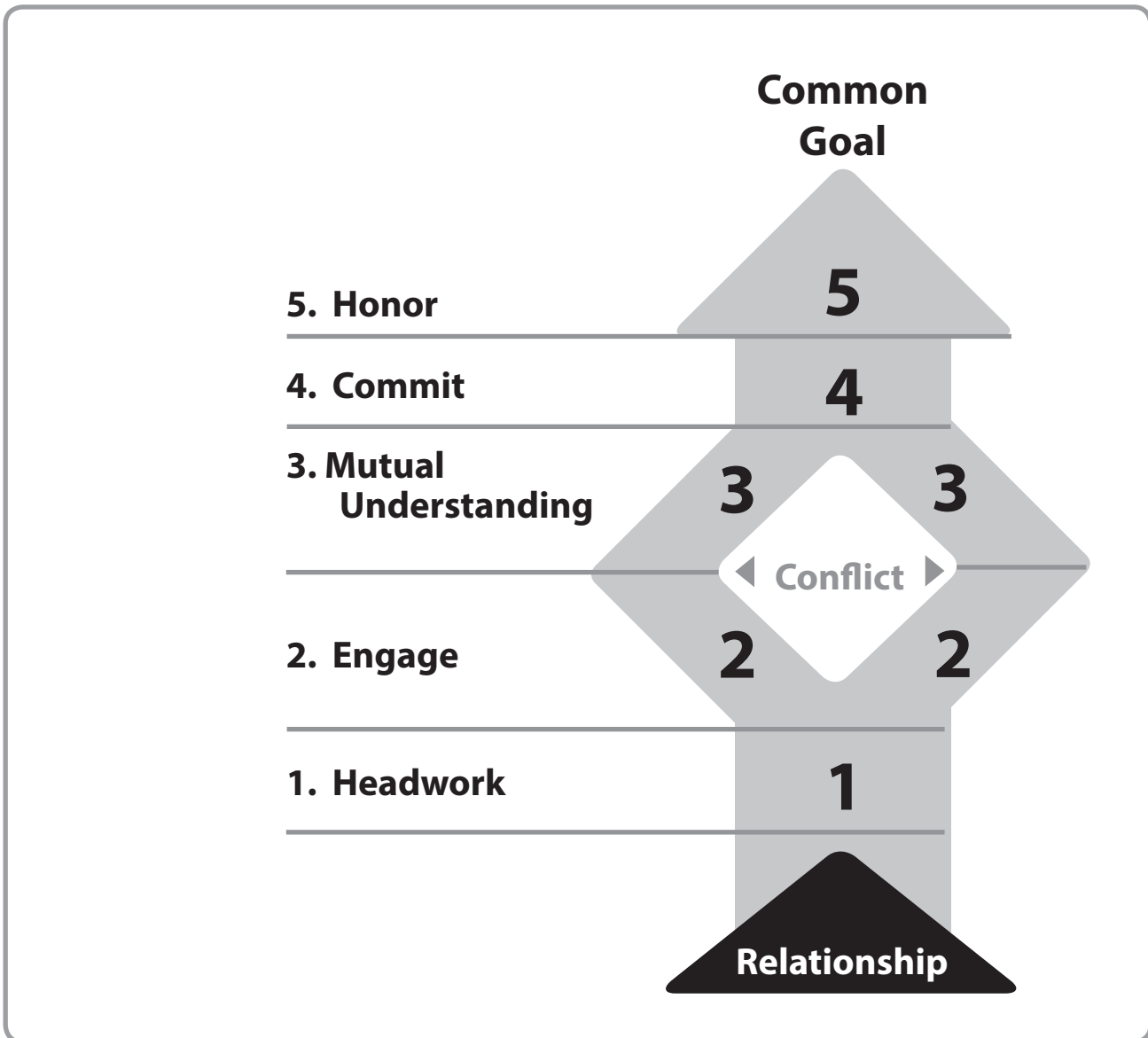
CONFLICT to COLLABORATION PRINCIPLES

1. Reasonable people can disagree.
2. Conflict provides an opportunity to build relationships.
3. Seek for understanding before all else.
4. Focus on needs and interests; not positions.
5. Attack the issues and not each other.
6. Help the other person succeed in the conversation.
7. Be flexible and open.
8. Learn from the experience.



Conflict to Collaboration Model

Your success at managing conflict should not be measured by how often conflict arises, but by how well you turn the conflict into positive energy for moving your team closer to success.





Conflict to Collaboration

Worksheet

Name: _____

Date: _____

Step 1 Headwork

Recognize the Signs

What signs have you seen that indicate a need to resolve conflict?

Who is involved?

Size Up The Situation

Current Situation

What do you see?

What is the impact?



Desired Situation

What would you like to see?

What would be the impact?

Barriers

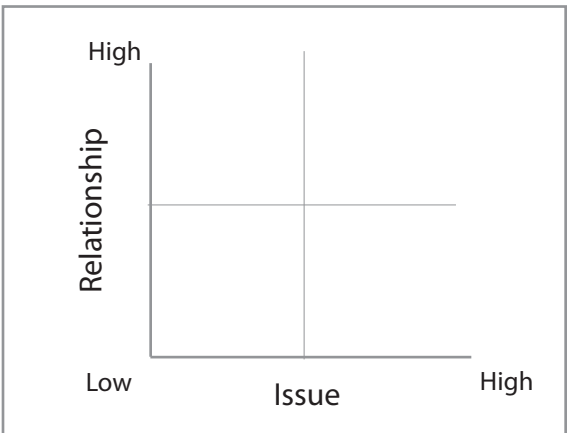
1. _____
2. _____
3. _____
4. _____

Self-Talk

Hindering Self Talk

Helping Self Talk

Issue & Relationship



Approach

When will you hold the conversation?

Where will you hold the conversation?

What tone will you use?

Step 2 Engage

Purpose		Outcome	
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Step 3 Mutual Understanding

As We See It	My Position	Their Position
	My Facts & Assumptions	Their Facts & Assumptions
	My Needs/Interests	Their Needs/Interests
The Goal	Common Goal	

Step 4 **Commit to Action**

Agreed Upon Course of Action

Describe the agreed upon course of action that has been agreed upon.

Key Actions

List specific steps and actions.

Who

When

Follow-up

Follow-Up Date

Follow-Up Date

Follow-Up Date

**Step
5**

Follow-Through

Strengthen

How can I strengthen the relationship?

Learning

What benefits came as a result of this experience?

What did I do well? (Consider each of the 5 conflict resolution steps)

What will I be sure to do differently next time?

