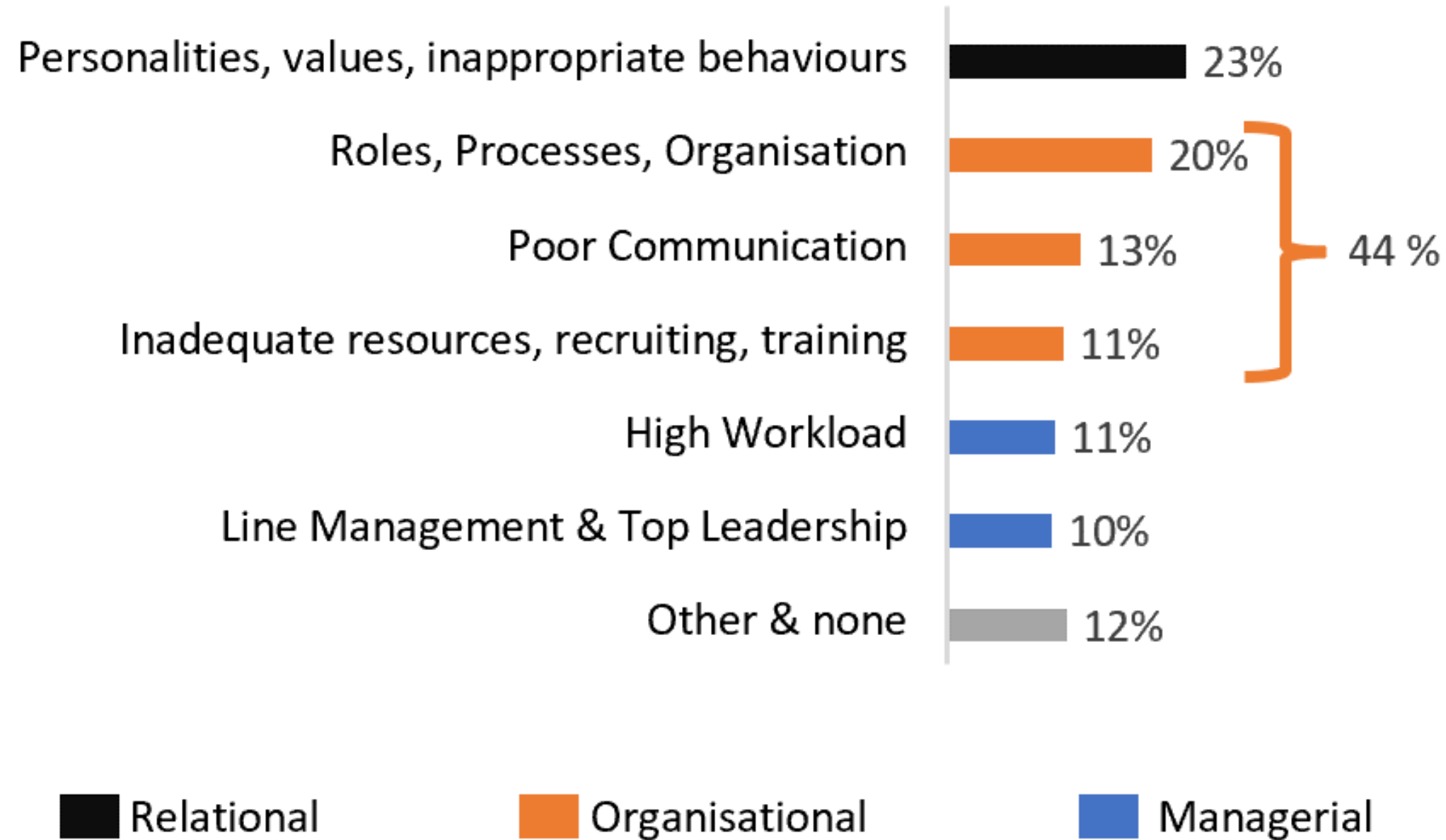




CONFLICT

Causes of conflicts



The disruptive impact of workplace conflict



Source: Human Capital Report
Manufacturing Engineering Projects

Argument or a Dissonance

Conflict



An argument is a verbal exchange of differing opinions with the goal of persuading the other person or proving a point.

A conflict is a broader, underlying clash of incompatible needs, ethics, values, or emotions

Nature: An argument is a specific event or conversation. **A conflict** is a persistent state or underlying tension.

Focus: Arguments focus on facts, logic, and winning the debate. **Conflicts** revolve around emotions, core values, or limited resources.

Resolution: Arguments end when one person persuades the other or both agree to disagree. **Conflicts** resolve only when underlying (psychological or ethical) needs are met or serious-compromises are made

Types of Conflict

01

Task Conflict

Disagreements over goals, deadlines, or strategies.

Example: Two marketers debate the best advertising strategy for a product launch.



02

Relationship Conflict

Clashes due to personality differences or communication styles.

Example: Two coworkers constantly bicker, creating office tension.

03

Process Conflict

Disputes over how work should be done.

Example: A team argues over which project management tool to use.



04

Status Conflict

Power struggles over authority, recognition, or decision-making.

Example: Two managers fight over who has the final say on a project.

05

Values Conflict

Clashes due to differing ethics, beliefs, or principles.

Example: Employees disagree over a new company policy they see as unfair.

**Which one is more dominant in your team ?
Your organization?**

TWO TYPES OF CONFLICT



→ COGNITIVE CONFLICT

→ TASK-BASED

Focus on:

- problem-solving
- decision-making
- differences in ideas
- differences in perspectives

Encourages critical thinking



← AFFECTIVE CONFLICT

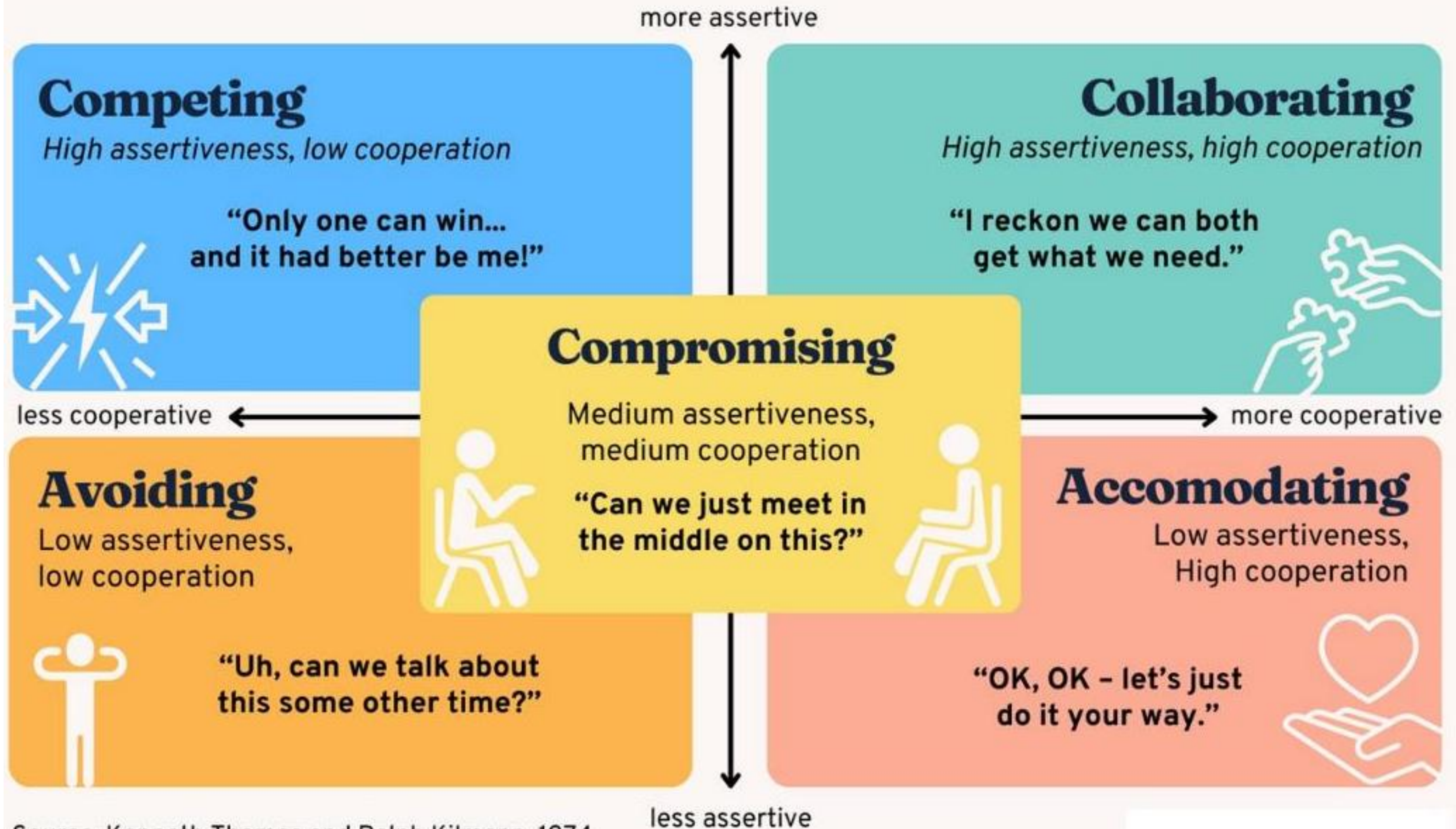
← RELATIONSHIP-BASED

Focus on:

- inter-personal issues
- power games
- ego clashes
- emotions

Damages relationships

Thomas-Kilmann Conflict Model



Source: Kenneth Thomas and Ralph Kilmann, 1974

What you see may not be **true ?**

What you hear could be **gossip?**

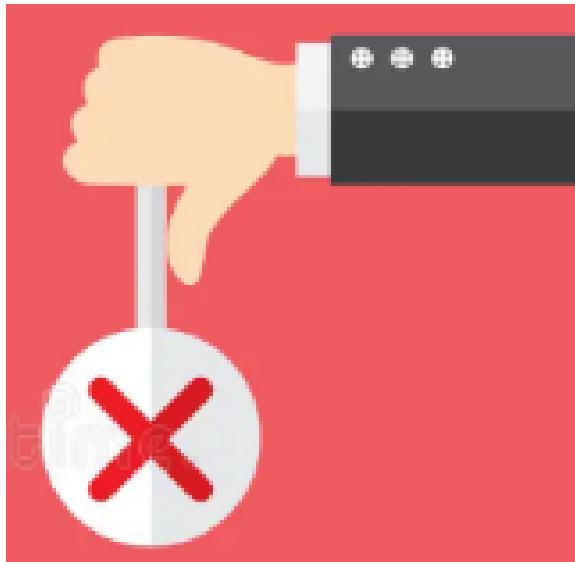
What someone else says could be their **perception or **judgment** !!**

What you conclude could be an **immature evaluation.**

The Conflict Iceberg



Conflict – is good too 😊

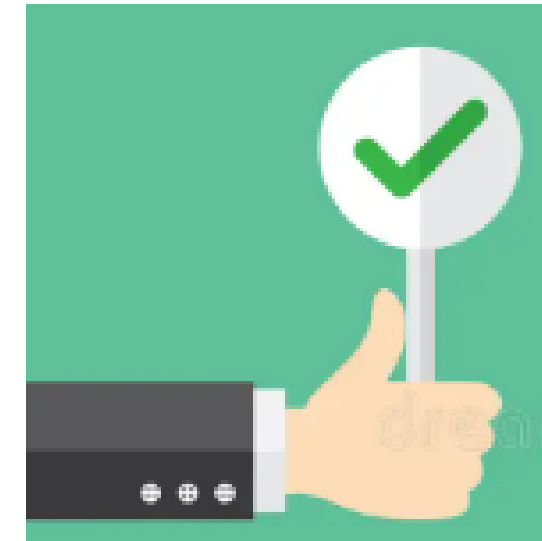


Destructive when...

- One person has to give too much
- The dispute hurts a relationship
- One party feels exploited or cheated
- -ve energy impacts everyone
- No agreement is reached
- There are uncontrolled emotions
- It leads to ego issues
- It leads to dead silence

Avoiding the –ve side of Conflict

- Hiding facts
- Cold Shoulder
- Backstabbing
- Intentional delays
- Social pleaser
- Small Fights
- My way – The Highway
- Ego
- Superiority Complex



Constructive when it...

- Leads to a positive resolution
- Builds strong relationships
- Opens people up to new ideas
- Clarifies a problem and leads to positive change
- Focuses on the issue not person
- Focus on the future, not the past.
- Focus on solutions, not blame.

Bringing in the +ve side of Conflict

- Our common purpose
- Clarifying what is at stake
- Listening
- Have spirited arguments without attacking each other.
- Objective discussions with data-points.
- Being ready to accept defeat/feedback.
- Respect for our differences
- Focus on the Problem – not the Person

Tool 1 : Why Why Analysis

5 Whys: Uncover Root Causes

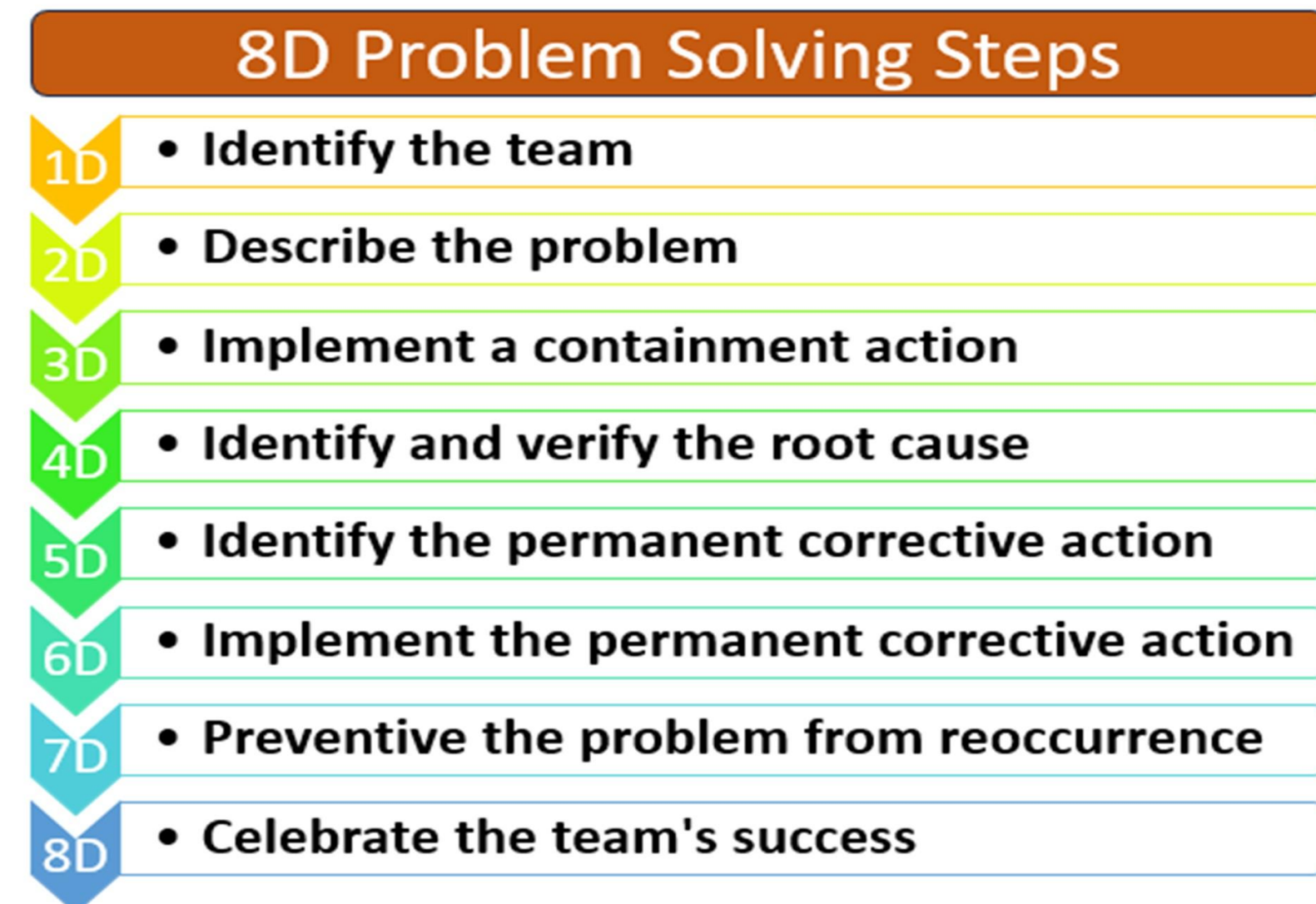
The 5 Whys tool helps identify root causes of problems. However, misuse can lead to incorrect solutions. Learn how to avoid common mistakes.



Tool 2 : 5W 1 H



Tool 3 : The 8D Model



aarohan

Microsite - Our learning library

<https://aaroan.skalent.co.in/>

line image of a team - Google Sea... X

cartoon-stick-man-drawing-conce... X

Home - X

https://aaroan.skalent.co.in



SKALENT®
Road Maps of Success



Past Event



Module 1 : Communication & Collaboration

Upcoming Event



aarohan

Our Journey to the Summit

Aarohan (अरोहण) is a Sanskrit-origin word meaning ascent, rising, or climbing up. It signifies upward movement, growth, and progression in a physical, metaphorical, or musical sense, often representing taking upward steps or elevation.

It represents the triumph of knowledge, passion, and ambition.

At TKIL, and the Project Management Group, It signifies a, "journey of self-discovery" and empowerment, encouraging new leaders to take ownership of their development and build upon their strengths.

- It captures the essence of, "rising beyond limitations," encouraging emerging-leaders to move beyond simply meeting targets and towards creating a lasting, positive impact on people, culture and the organization.
- It focuses on, "rising upward" through structured mentorship, continuous learning and growing and career guidance to build future leadership capacities.
- It emphasizes, "Integrating innovation, creativity, and intellectual engagement," through this journey to co-create new solutions, ways of collaboration and winning together.

Why We for Care

Workplace profession enhancing teamwork

Read More

in

Follow

3,797

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Module 1: Post Workshop- Comm... X

https://aaroan.skalent.co.in/communication-collaboration/

Skalent INDIA x TKIL_Barriers to Communication Skills

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Skalent INDIA x TKIL_Understanding the Core of Project Execution Communication

Click Here

Summary of Module 1

Skalent INDIA x TKIL_Summary

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.....until we meet again !!