



*everychild. one voice.*®

## **Conflict Management**

Bonnie Cannon

2016

# By the end of this workshop you will be able to:

- Define conflict.
- Define 3 types of conflict.
- Identify your own conflict management style.
- Explore and apply a collaborative conflict management model.

# Conflict in Your PTA?



# What Causes Conflict?

- **Different Values**
- **Attitudes**
- **Needs**
- **Expectations**
- **Perception**
- **Lack of Resources**
- **Personalities**

# Define conflict?

**<sup>1</sup>con·flict (*noun*) \ 'kän- ,flikt\**

- a struggle for power, property, etc.
- strong disagreement between people, groups, etc., that results in often angry argument
- a difference that prevents agreement : disagreement between ideas, feelings, etc.

# Outcomes of Conflict

## Positive Outcomes...

- Creative solutions
- Better end result
- Commitment/buy-in
- Variety/alternatives
- Reduced misunderstandings
- Clear expectations
- Shared information
- Clear outcomes

**... New approaches to cooperation,  
collaboration and communication  
... willingness to learn from conflict**

***The free flow of conflicting ideas is  
critical for creative thinking.***

***Peter Senge***

# Outcomes of Conflict

## Negative Outcomes...

- Frustration
- Tension
- Confusion
- Decreased productivity
- Increased misunderstandings
- Reduced trust
- Unclear expectations
- Unclear goal and outcome
- Lack of teamwork



Dialogue is the most effective  
way of resolving conflict.

*Tenzin Gyatso, the 14<sup>th</sup> Dalai Lama*

# Three Types of Conflict

## Goal Conflict

- Individual's goals threatening other's goals

## Judgment Conflict

- Agree on goal; disagree on how to get there

## Behavior Conflict

- Plays on justice, equity, values - what "should" have been done. Emotions - blaming and anger

Whenever you're in conflict with someone, there is one factor that can make the difference between damaging your relationship and deepening it. That factor is attitude.

- William James

# Conflict Management Skills require....

1. Self-awareness about your current conflict management mode; and
2. Collaborative conflict management framework

# Conflict Management

## Skill 1:

Self-awareness about your current conflict management style.

# Conflict Management Styles:

Competing  
Accommodating  
Avoiding  
Compromising  
Collaborating

# Conflict Management

## Skill 2:

Utilizing a collaborative conflict management framework.

# Collaborative Resolution Approach

- Step #1 Define the problem in terms of needs.
- Step #2 Brainstorm possible solutions.
- Step #3 Invent options for mutual gain.
- Step #4 Develop agreements.
- Step #5 Implement the plan.
- Step #6 Evaluate results.



# Step 1: Define the problem in terms of needs.

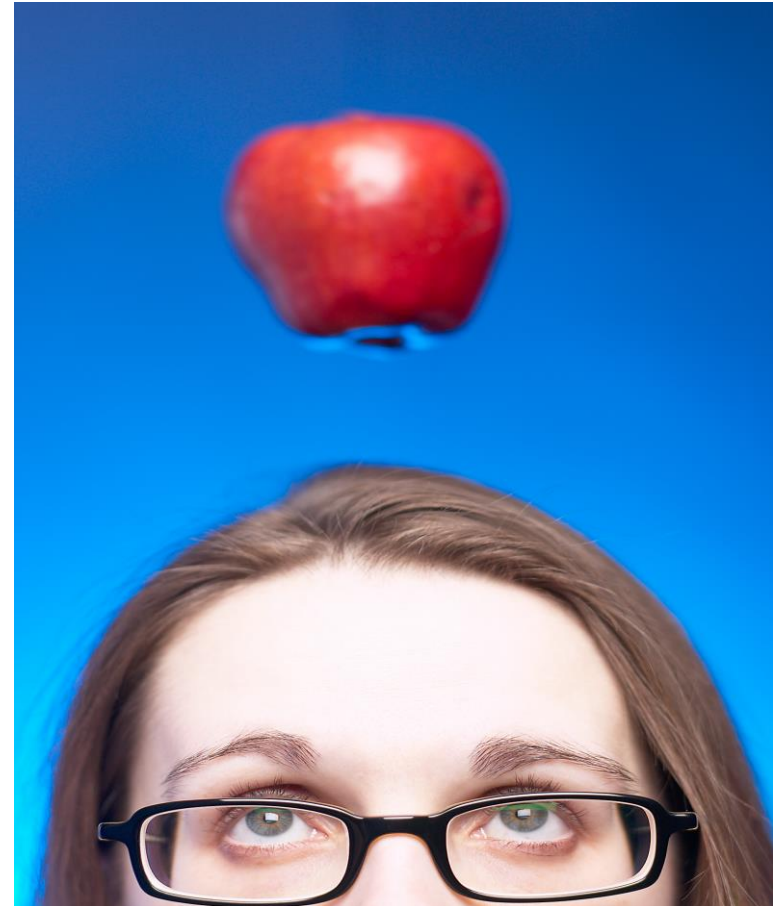
Joe said, “I must have the car to go to my PTA meeting tonight at 7pm.”

Jane said, “But I need the car to go to the community social action meeting at 7pm.”

# Step 2: Brainstorm possible solutions.

## Guidelines

- ✓ Think outside the box.
- ✓ Don't evaluate.
- ✓ Don't clarify.
- ✓ Expand on each other's ideas.
- ✓ List every idea.



## Step 3: Select a solution that meets both parties' needs.

- ⇒ *Ask the other party what proposed solution(s) they prefer.*
- ⇒ *State which alternatives look best to you.*
- ⇒ *See which solutions coincide.*
- ⇒ *Jointly decide on one or more solutions.*

# Step 4: Plan who will do what, when, & where



# Step 5: Implement the plan





## Step 6: Evaluate how well the solution turned out

# Common Traps to Avoid

**True**

or

**False**



When creating your plan for implementing the solution (step 4), you should also include checkpoints to evaluate everyone's progress with their task assignments?

**True**



If the conflict resolution process doesn't work after the first attempt, it's usually because the other person is not committed to resolving the problem?

**False**

It's best to handle personal emotions that stem from the problem during the conflict management process?

**False**

When defining the problem (step 1) you should address your concerns in terms of solutions instead of personal needs?

**False**

During the brainstorming session (step 2), if you don't understand a concept you should wait until you're selecting a solution (step 3) before seeking clarification?

**True**



**Focusing on the important work..**

**While utilizing  
collaborative conflict  
management skills...**



# National Standards for Family-School Partnerships



# Advocacy



- **Sign up for *PTA Takes Action Network***
- **Access Advocacy Toolkit**
- **Review National PTA Federal Policy Agenda**
- **Join fellow PTA advocates for annual National PTA Legislative Conference**
- **For more information, visit [pta.org/advocacy](http://pta.org/advocacy)**

# Visit PTA.org to stay connected!

- **Site map** for our programs, tools and resources
- **Social media** (Facebook, Flickr, Instagram, LinkedIn, One Voice Blog, Pinterest, Twitter, YouTube)



<b>About PTA</b> History & Mission Leadership & Governance Member Benefits Providers Sponsors & Partners Reports & Financials Careers at National PTA Donate Join	<b>News &amp; Events</b> PTA Newsroom One Voice Blog Our Children Magazine State Conventions & Training Conferences & Events Male Engagement Conference Annual Convention Legislative Conference	<b>Advocacy</b> PTA Takes Action Network Federal Policy Agenda Family Engagement in Education Act Common Core State Standards Resolutions & Position Statements Resolutions Toolkit Advocacy Toolkit Election Guides Advocacy Now	<b>At School</b> Awards & Grants School of Excellence Bullying: Connect for Respect Every Child in Focus Campaign Family Reading Experience Fire Up Your Feet Healthy Lifestyles Military Alliance for Parents & Partners National Standards for Family-School Partnerships Reflections Arts Program Take Your Family to School Week Urban Family Engagement Network	<b>For Families</b> Parent Guides to Student Success Health & Safety Male Engagement Network Special Education Toolkit Allergies & Anaphylaxis Smart Snacks & Child Nutrition	<b>PTA Leaders</b> Running Your PTA Fundraising Marketplace Diversify Your PTA E-Learning Back-to-School Kit National Board Member Info Become a National PTA Leader PTA Store
---	--	--	--	---	--





# Membership Benefits

## **You Are a Part of a Network:**

- 54 PTA Congresses: including Puerto Rico, Europe DOD, and Virgin Islands
- Over 20,000 PTAs and several million members

## **You Are a Part of a Network with Benefits:**

- AARP, Boxed, Hertz, LifeLock, MetLife, Quicken Loans, Schwan's Cares, Sylvan Learning, and TeenSafe
- Visit [PTA.org/Benefits](https://pta.org/Benefits) to learn more

## **You Are a Part of a Network with Support:**

- Customizable membership applications, marketing materials, and information on new and existing benefit providers
- Visit [PTA.org/Today](https://pta.org/Today) to learn more



# Questions?



For more information  
[www.PTA.org](http://www.PTA.org)