



Hello!

I'm Bang (he/him/his)

- ▣ KKPsi National VPME
- ▣ Honorary Sister
- ▣ Enneagram 1 | Virgo
- ▣ Conflict (Resolution) Lover





From Discord to Harmony:
Conflict Resolution Strategies

Objectives

1. Identify causes of conflict
2. Learn techniques for managing conflict
3. Discuss the negative effects of unresolved conflict

Why are you here?

"Conflict"

In the chat, name emotions that come forward when you think of the word "conflict".



Myths about "Conflict"

1. Conflict is inherently bad & unhealthy
2. Most conflicts resolves over time
3. Conflicts only impact disputing parties
4. Conflict is a matter of right vs. wrong
5. Resolving conflict means "I have to win"

Are there any that you believe?

Types of Conflict

1. Task
2. Relationship
3. Value

What are some examples of each that you've dealt with?

Breakout Time

In your breakout group, take about 5 minutes each to share about one of your most recent conflicts. Remember to maintain a respectful space and focus on naming the source of conflict and not names.

So how do you
handle conflict?



Thomas-Kilmann Conflict Mode Instrument (TKI)

Styles of Conflict Management

1. Avoiding (lose-lose)
2. Accommodating (lose-win)
3. Competing (win-lose or lose-win)
4. Compromising (partial lose-lose)
5. Collaborating (win-win)

Conflict Styles



What is your go-to conflict mode?

Let us know your go-to conflict mode in the chat.

Barriers to Overcome

1. Getting Defensive
2. Dismissing the Topic as Unimportant
3. Jumping to Conclusions w/o having the facts
4. Not Listening to Others
5. Inability to Empathize with Others
6. Inability to Stay Calm

So how do we move
from discord to
harmony?

Conflict Resolution Process

1. Step 1: Set the Scene
2. Step 2: Gather Information
3. Step 3: Identify the Root Issue
4. Step 4: Brainstorm Possible Solutions
5. Step 5: Negotiate a Solution

A close-up photograph of a hand holding a pencil, poised to write on a musical staff. The staff has several lines and some faint, handwritten notes. The word "Harmony" is overlaid in a large, white, stylized font across the middle of the image. The background is slightly blurred, focusing attention on the pencil and the staff.

Harmony

How will you work with
your Sisters and
Brothers to create
Harmony?



Thank you!

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