

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



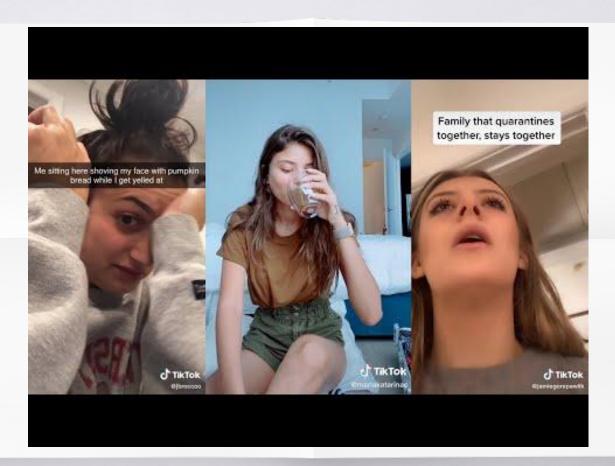
- 2. Learn techniques for managing conflict
- 3. Discuss the negative effects of unresolved conflict

Objectives

Why are you here?



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?



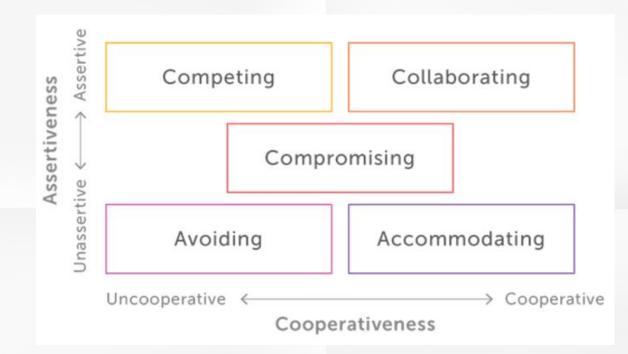
- 1. Task
- 2. Relationship
- 3. Value

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)



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



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



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