



Conflict Management

Presented by:

Chris Kamradt
Director of Child Nutrition Services
Spring Branch ISD
Houston, Texas
christopher.kamradt@springbranchisd.com



CONFLICT!

- “Competitive or opposing action: sharp disagreement of position or ideas.”
 - External
 - Internal



CONFLICT!

Are conflicts always a bad thing???



Sources of Conflict

University of Colorado says:

- Poor Communication
- Differing Values
- Differing Interests
- Scarcity of Resources
- Personality Clashes
- Poor Performance



The Physiology of Stress

Outward signs come from two sources:

- **Physiological**
 - Deals with the body
- **Psychological**
 - Deals with the mind



The Physiology of Stress

Some signs are easy to see, some are common. Some are not...

The Physiology of Stress

Some signs are easy to see, some are common. Some are not...

Realize that you may not know what elements are in play and be on your toes to **respond** to anything.

The body doesn't lie!

Ego States

- Dr. Eric Berne
 - "Games People Play" Published 1964
 - Transactional Analysis

Ego States

Parent

Adult

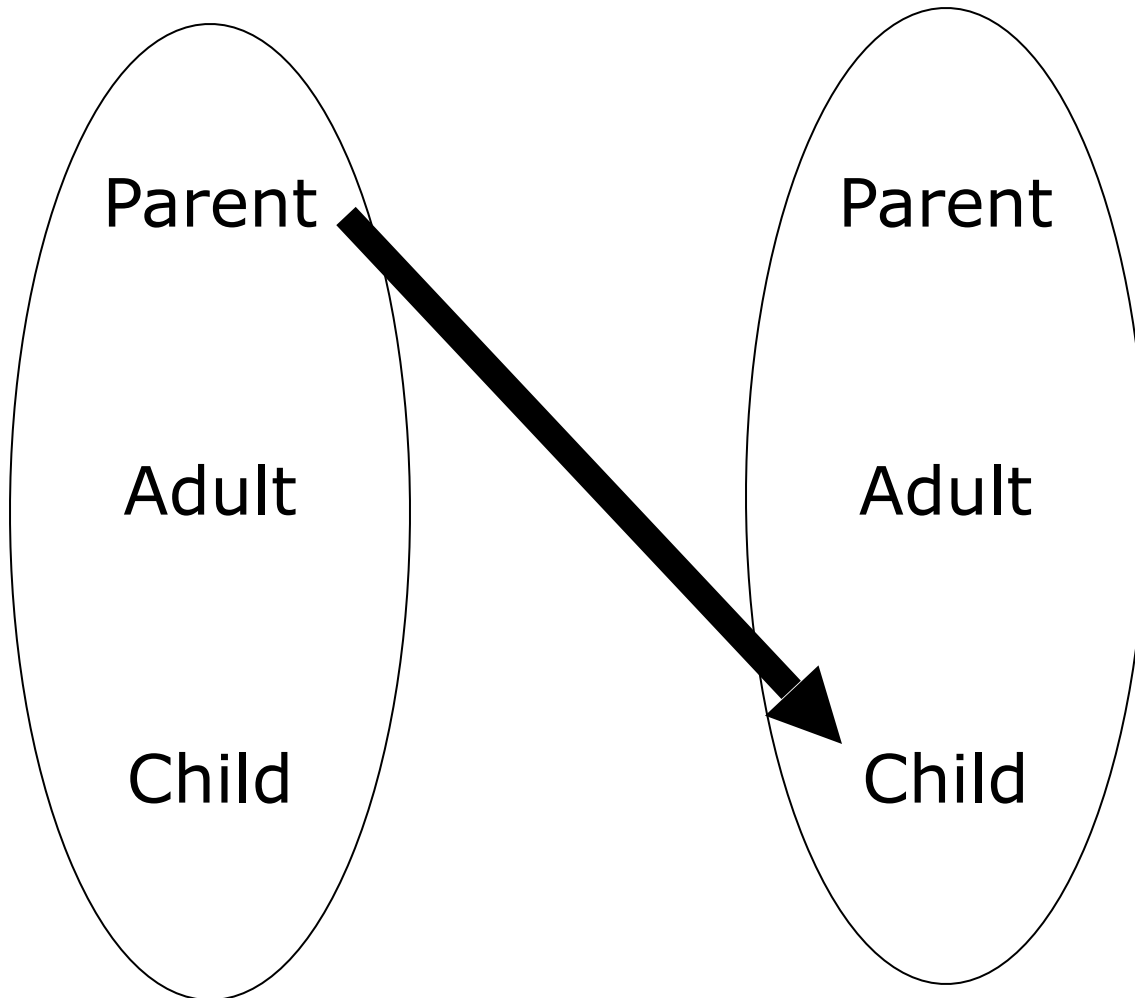
Child

Parent

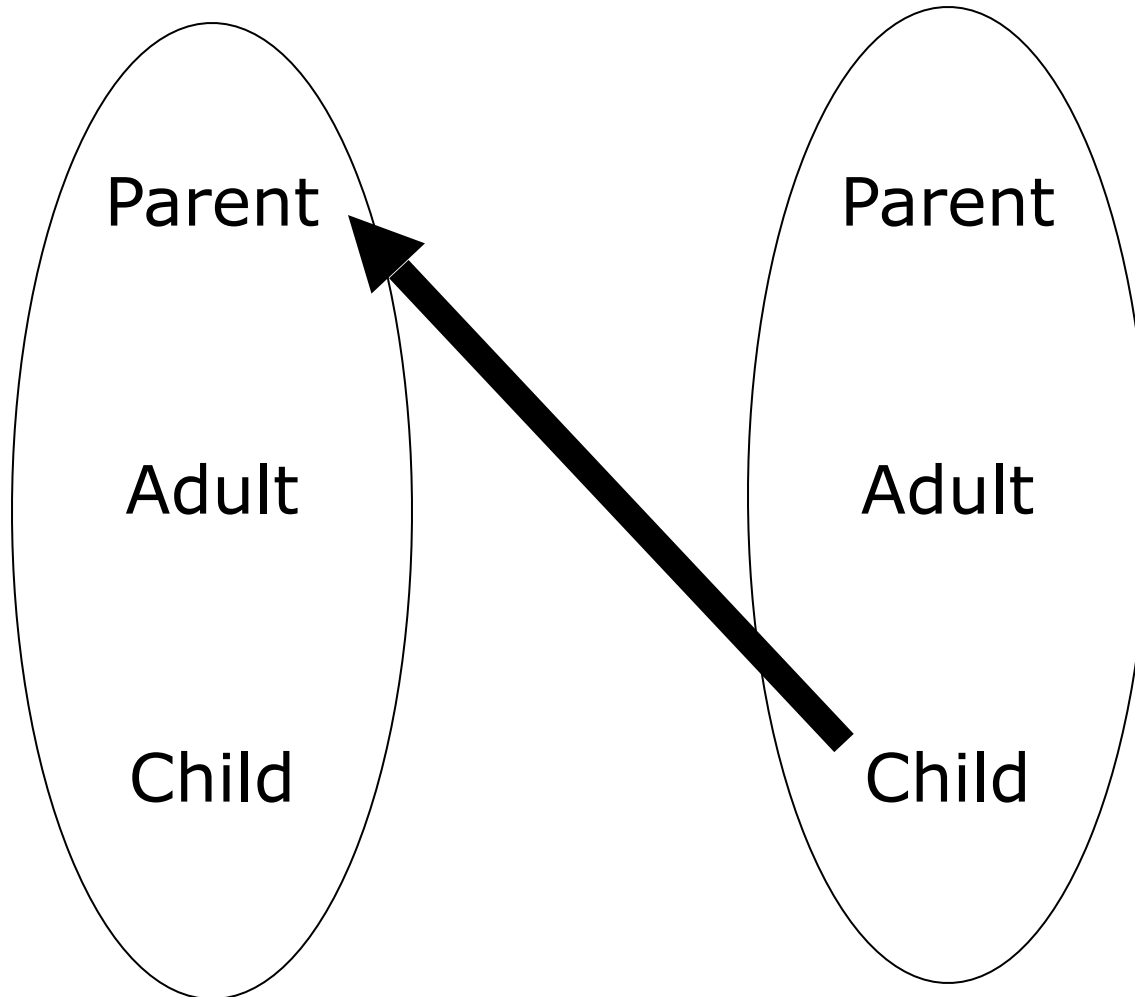
Adult

Child

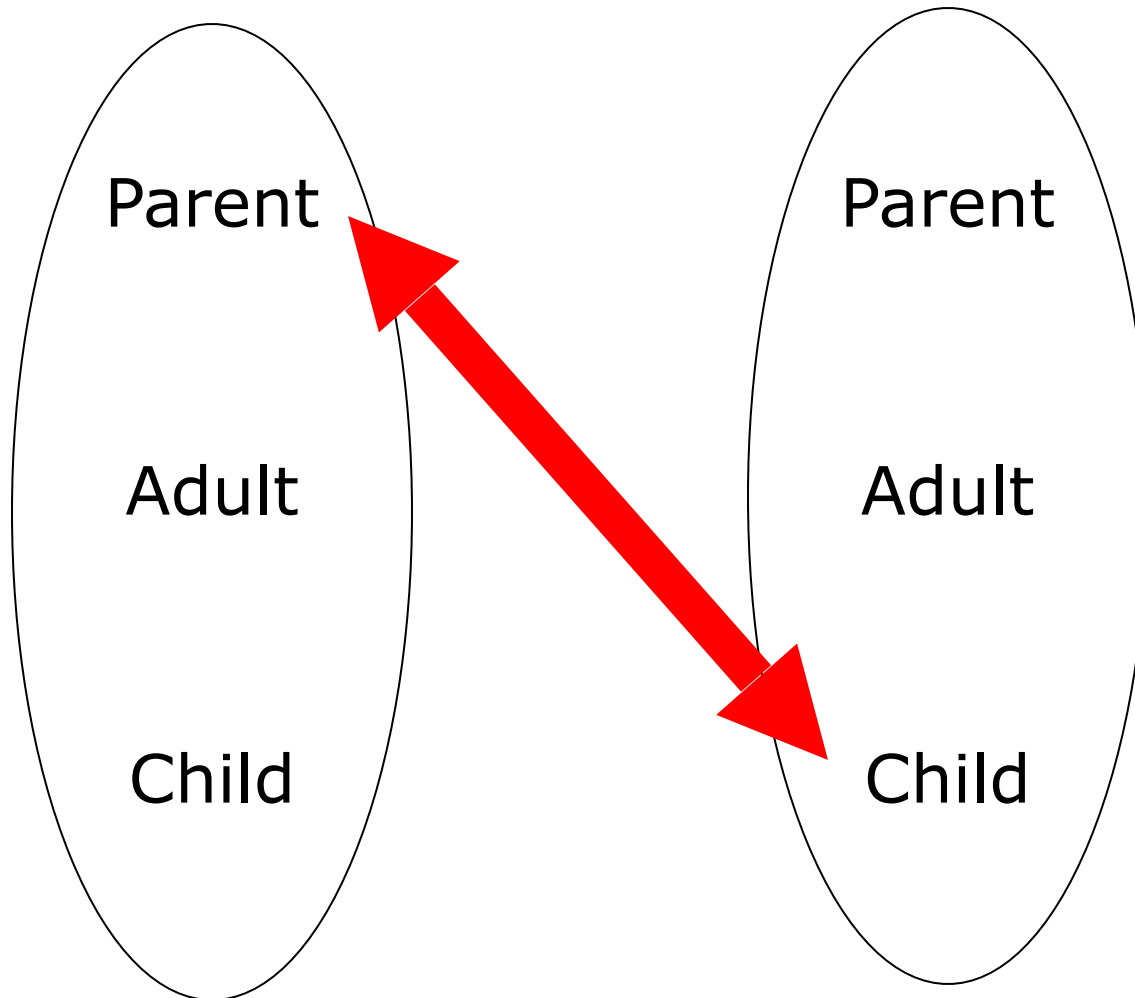
Ego States



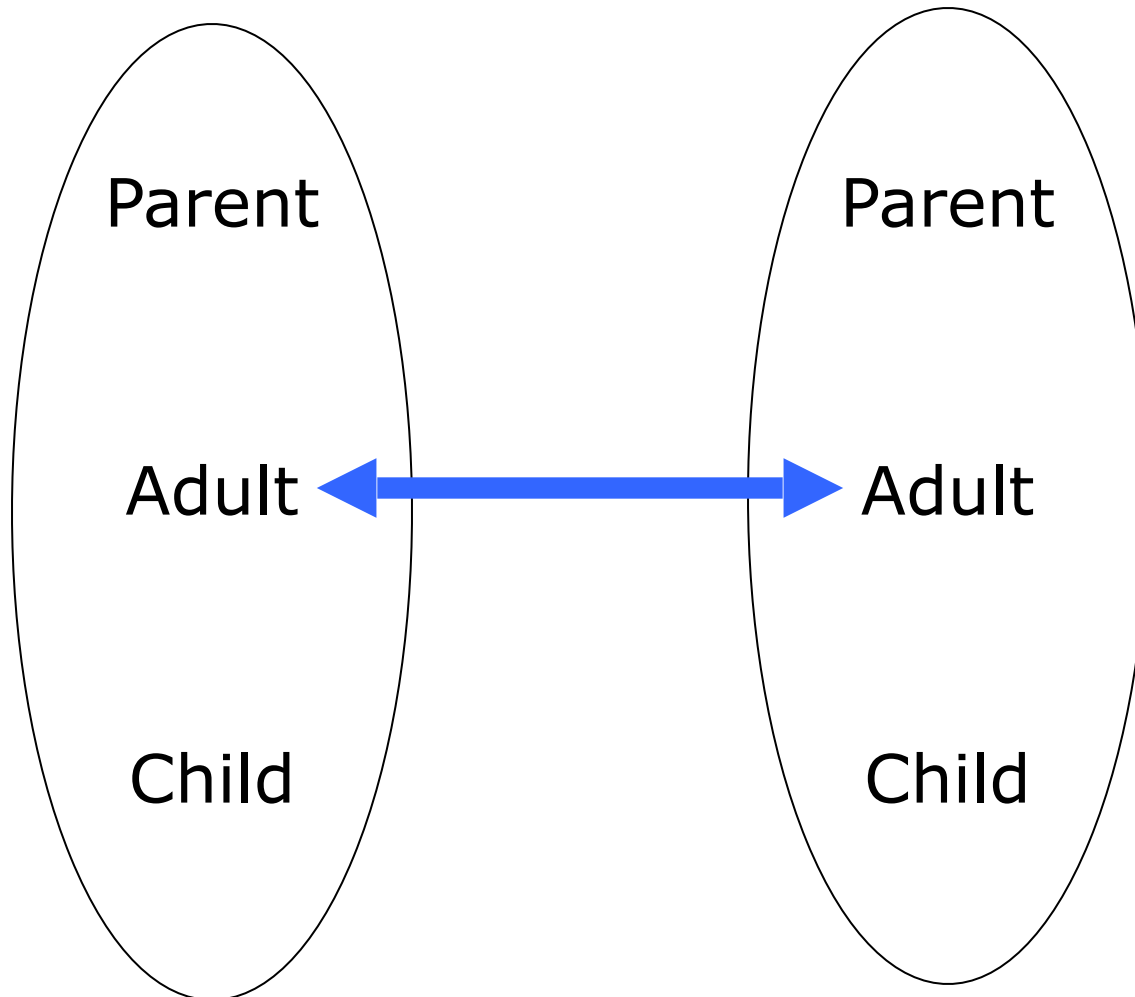
Ego States



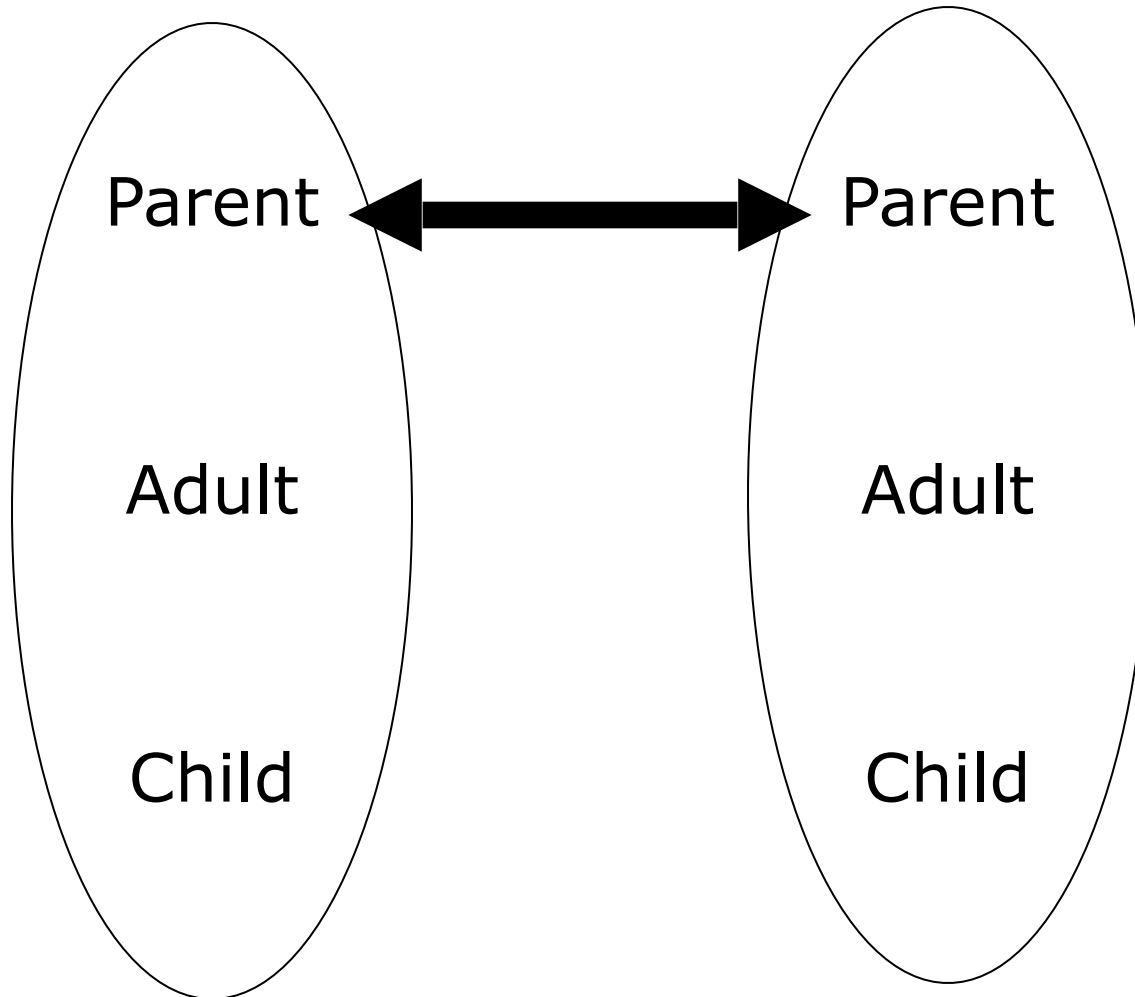
Ego States



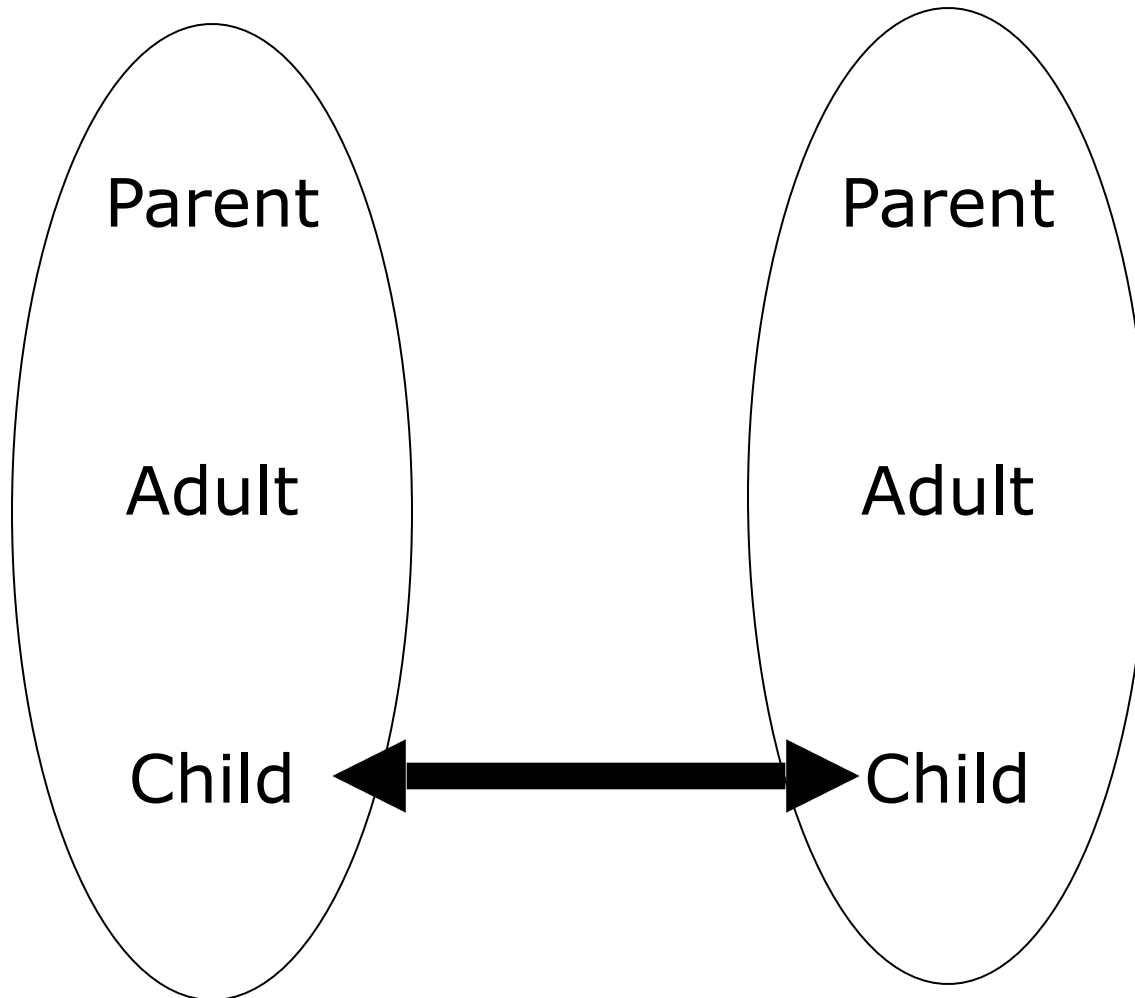
Ego States – Ultimate Goal



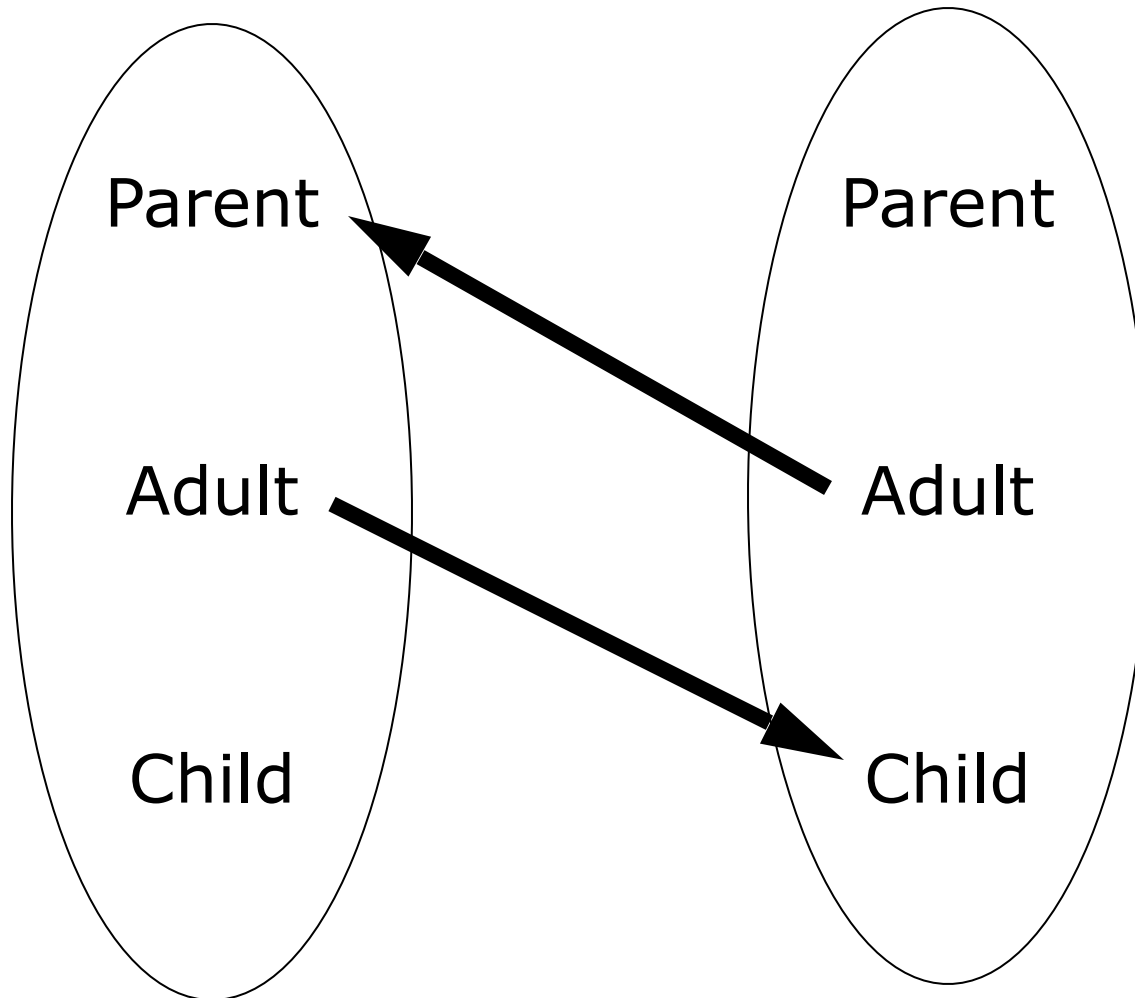
Ego States – would this work???



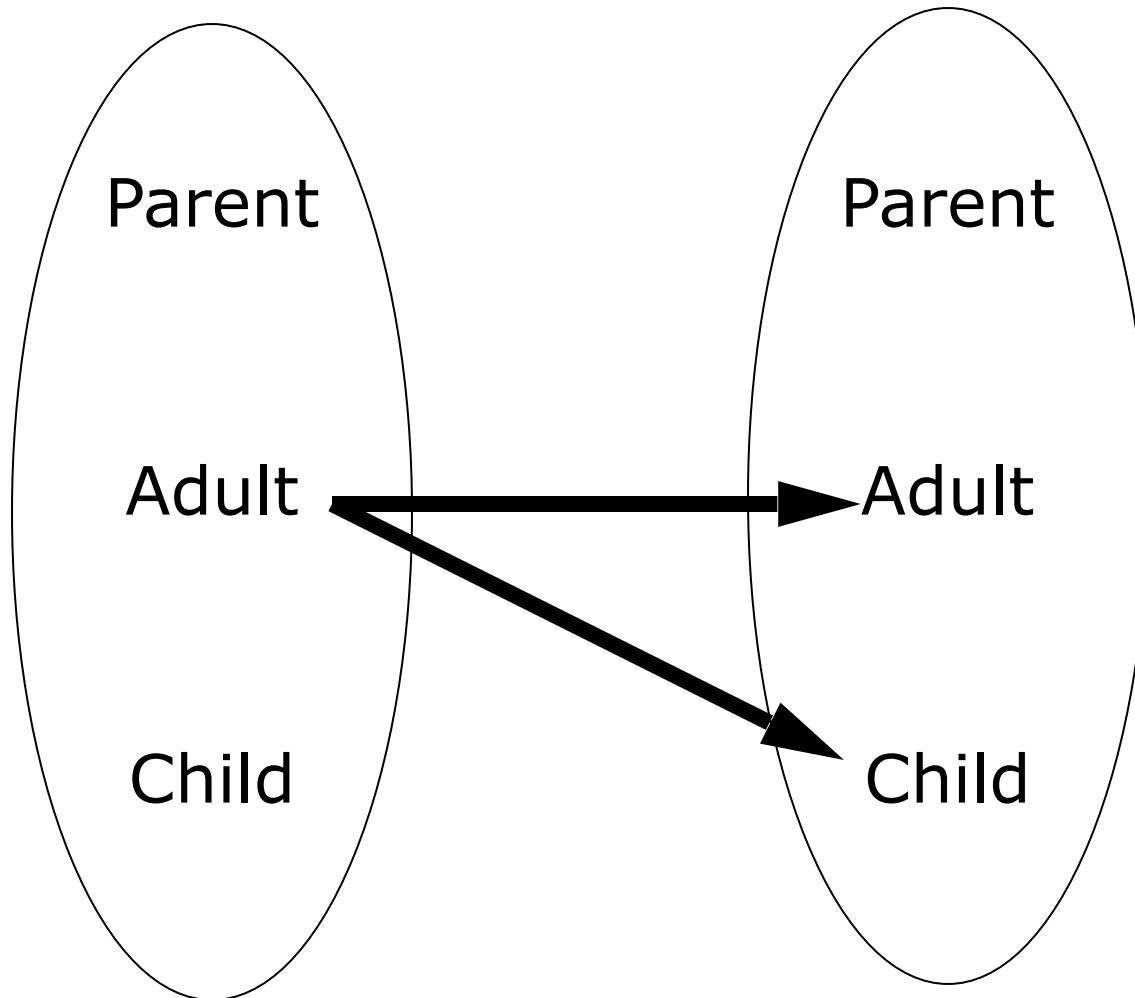
Ego States – would this work???



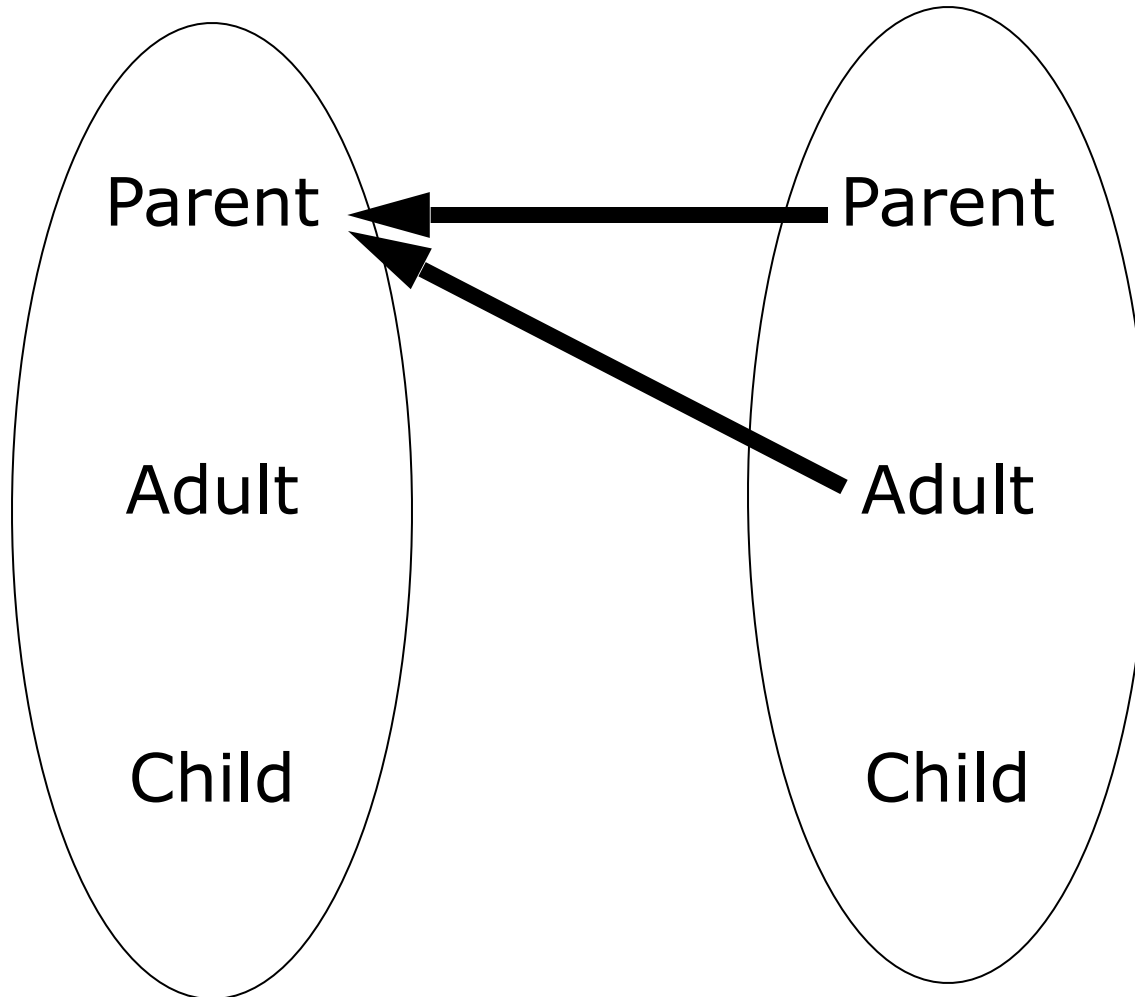
Ego States – would these work???



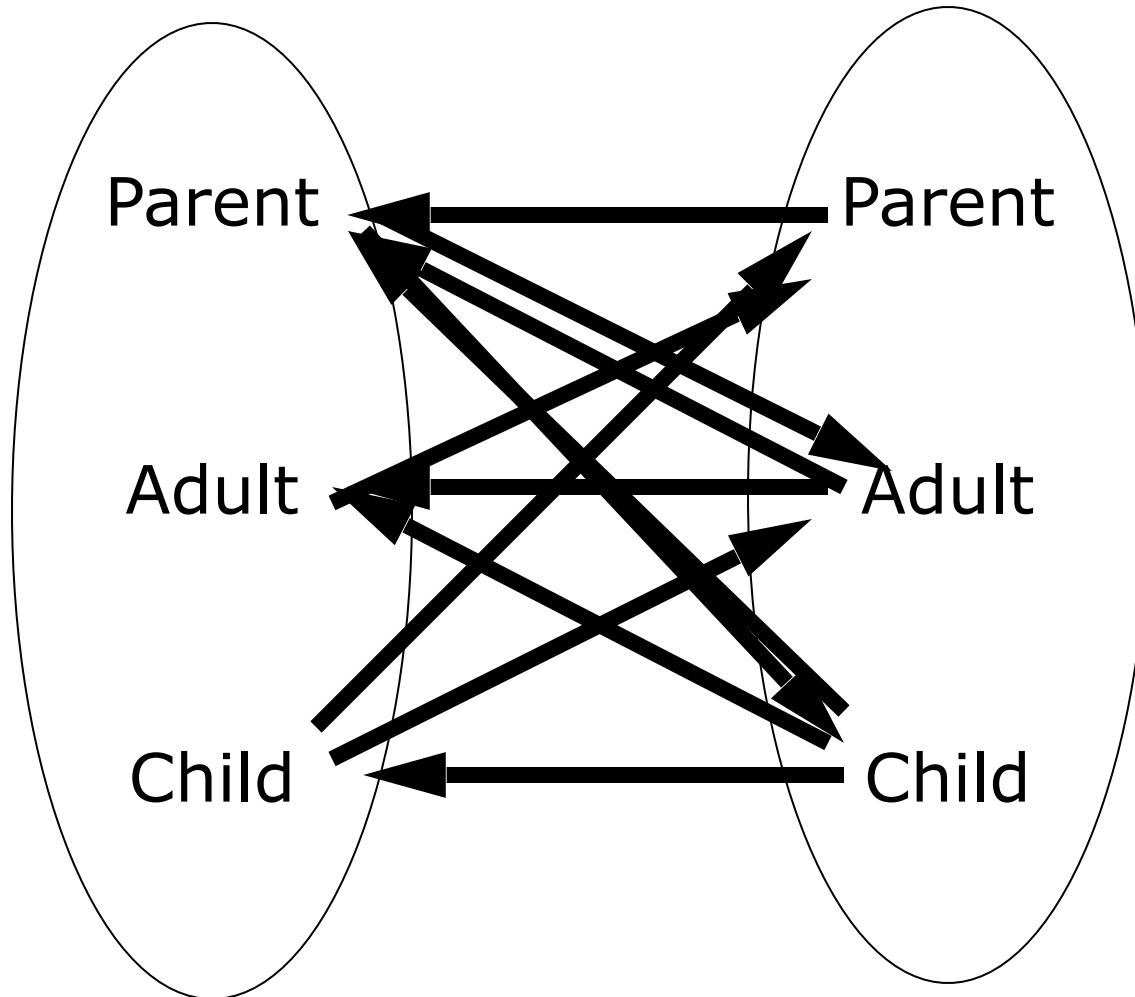
Ego States – seen this happen?



Ego States – seen this happen?



Ego States – seen this happen?





Dealing with Conflict

Ways to deal with conflict...

(Kenneth Thomas and Ralph Kilmann)

- Avoidance
- Collaborate
- Compromise
- Compete
- Accommodate



Dealing with Conflict

Ways to deal with conflict...

(Kenneth Thomas and Ralph Kilmann)

- Avoidance
 - maybe it'll go away...
 - sidestep
 - timing



Dealing with Conflict

Ways to deal with conflict...

(Kenneth Thomas and Ralph Kilmann)

- Collaborate
 - listen
 - establish a “team”



Dealing with Conflict

Ways to deal with conflict...

(Kenneth Thomas and Ralph Kilmann)

- Compromise
 - assess value
 - find a middle ground
 - negotiate



Dealing with Conflict

Ways to deal with conflict...

(Kenneth Thomas and Ralph Kilmann)

- **Compete**
 - argue/debate
 - rank/influence
 - opinion/emotion



Dealing with Conflict

Ways to deal with conflict...

(Kenneth Thomas and Ralph Kilmann)

- Accommodate
 - yield
 - obey
 - surrender



Four Elements of a Conflict

- No two conflicts are ever exactly the same
- Emotionally charged people are always “under the influence”
- Keep your cool!
- Reasonable vs. Severe resistance
- Maintain constant contact
- Control the encounter
- Realize that win-win may not be possible in every case



Four Elements of a Conflict

P

A

C

E



Four Elements of a Conflict

P - Problem

A

C

E



Four Elements of a Conflict

P - Problem

A - Audience

C

E



Four Elements of a Conflict

P - Problem

A - Audience

C - Constraints

E



Four Elements of a Conflict

P - Problem

A - Audience

C - Constraints

E - Ethical Presence



Conflict Resolution Tools

L

E

A

P

S



Conflict Resolution Tools

L - Listen

Conflict Resolution Tools

L - Listen





Conflict Resolution Tools

L - Listen

E - Empathize

A

P

S



Conflict Resolution Tools

E – Empathize

Empathy vs. Sympathy

- the difference is *experience*



Conflict Resolution Tools

L - Listen

E - Empathize

A - Ask

P

S



Conflict Resolution Tools

A – Ask

Here's where the details need to be asked for:

- who, what, where, when, why, and how



Conflict Resolution Tools

L - Listen

E - Empathize

A - Ask

P - Paraphrase

S



Conflict Resolution Tools

P – Paraphrase

The only way you should ever interrupt someone when they're agitated.



Conflict Resolution Tools

L - Listen

E - Empathize

A - Ask

P - Paraphrase

S - Summarize

Examples...

- “They’re selling breakfast tacos in my cafeteria!”
- “I ain’t gonna do that...not my job.”
- “Somebody keyed my car and YOU’RE gonna pay for it!”



Thank You!