



## Using Effective Leadership Strategies in the Workplace

### Actively Managing Workplace Conflict - Robert K. Bitting, Ph.D.

*"Hmm, you may be right."*

#### I. Conflict Overview: Get on the Carousel

- A. What is Your Organization's Strategy for Managing Conflict?
- B. Personal Accountability and Responsibility: The Higher Ground
- C. A Good Definition
- D. Conflict: Symptoms, Types, and Causes, and Skills
- E. Management vs. Resolution

#### II. Guidelines for Conduct in the Workplace

- A. Supportive Work Environment - React vs. Respond
- B. What is Intimidating or Inappropriate Behavior?
- C. Your Responsibilities: Managing Complaint at the Local Level
- D. Organizational Support for the Process

#### III. Working Through Some Situations and Cases

- A. Listen, Affirm, Respond
- B. Situations and Behaviors vs. Personalities and Adjectives
- C. Fight vs. Flight
- D. The Facts vs. The Frame

#### IV. Six Parts of the Conflict Structure

- A. Interdependency and Number of Interested Parties
- B. Constituent Representation and Negotiator Authority
- C. Critical Urgency and Communication Channels
- D. Applying the Model

#### V. Managing Conflict "Distorters"

- A. Managing Agreement: The "Abilene Paradox"
- B. Common Misunderstandings
- C. Confronting Issues w/ Your Managers and Peers
- D. Dealing w/Emotional Behavior

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