Resistance & Reconciliation: Moving Beyond Professional Conflict

Robert Gabriner, Director, Leading from the Middle
The Research and Planning Group

Joel Schaffer, Commissioner, Federal Mediation and Conciliation Service
Learning Outcomes

- How to Identify Conflict
- Explore strategies for effectively resolving conflict so that we can be successful leaders
Session Schedule

- Introductions
- Story time and report outs
- Nature of conflict
- Case study and report outs
- Write a note
Telling our Stories

Each person takes **TWO MINUTES** to share your answers to ALL of these questions.

1. Who are you?
2. Where do you work?
3. What is one type of conflict that is getting in the way of you being an effective change agent at your institution?
4. What is one question you would like to have answered about how to deal with conflict at your workplace?
A look behind conflict

✓ What you see is often not what is really going on
✓ People tell stories when they are in conflict
✓ There is no such thing as a false lie i.e. stories reveal the underlying interest/passion
✓ Look for what is at stake – those underlying interests
✓ Solution: Clarifying expectations thru effective inquiry and dialogue. Don’t ignore the underlying conflict address it with patience and compassion
At your tables discuss these questions:

1. What should Cole do next?
2. Why did Cole’s peers change their minds about change?
3. What group dynamics are at play in the scenario?
Final task

Write a note to yourself;

What is one thing you will try to do differently in the future at your institution to be more effective in dealing with conflict?