

# Victory Over Conflict

*MAKING CONFLICT WORK FOR YOU, NOT AGAINST YOU*

# Agenda

- Setting The Stage
- Stages of Group Development
- Stuck in “Storming”
- Strategies for Getting “Unstuck”
- Summary

# Setting The Stage

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- Motivating To Action
- Getting “It” Done
- Making A Positive Difference
- Operating Like “Well Oiled Machine”

Application:  
Home, Work & Play

# Stages of Group Development

# Stages of Group Development

- Dr. Bruce W. Tuckman
- First appeared in 1965
- All Stages are Necessary
  - Team growth
  - Tackle problems
  - Find solutions
  - Deliver results
- Role of Leader Differs In Each Stage

	Stage	Applies
Stage 1	Forming	√
Stage 2	Storming	√
Stage 3	Norming	√
Stage 4	Performing	√
Stage 5	Adjourning	√

Excerpt: The Power of Teams

# Forming

- Getting To Know You
- Understand Purpose
- Understand Roles
  - Yours/Team members
- New, Unfamiliar
  - Lots of Unknowns

	Stage	Applies
<b>Stage 1</b>	<b>Forming</b>	√
Stage 2	Storming	√
Stage 3	Norming	√
Stage 4	Performing	√
Stage 5	Adjourning	√

Excerpt: The Power of Teams

# Storming

- Hi Winds Predicted...
- Politeness wears off
- Conflicts occur
  - Disagreements
- Power struggles
  - Lots of Unknowns
- Most difficult stage
  - Some get stuck here!

	Stage	Applies
Stage 1	Forming	√
<b>Stage 2</b>	<b>Storming</b>	√
Stage 3	Norming	√
Stage 4	Performing	√
Stage 5	Adjourning	√

Excerpt: The Power of Teams



# Norming

- Team begins to “click”
- Members learn to work out differences
- Focus on purpose
- Working well together
- See signs of progress

	Stage	Applies
Stage 1	Forming	√
Stage 2	Storming	√
<b>Stage 3</b>	<b>Norming</b>	√
Stage 4	Performing	√
Stage 5	Adjourning	√

Excerpt: The Power of Teams

# Performing

- Respect differences
- Problem solving
- Proactive
- Loyalty
- Very productive
- Increased progress

	Stage	Applies
Stage 1	Forming	√
Stage 2	Storming	√
Stage 3	Norming	√
<b>Stage 4</b>	<b>Performing</b>	√
Stage 5	Adjourning	√

Excerpt: The Power of Teams

# Adjourning

## Mission Accomplished!

**(This Stage generally  
applies to  
Shorter-Term  
and/or  
Project Teams)**

	Stage	Applies
Stage 1	Forming	√
Stage 2	Storming	√
Stage 3	Norming	√
Stage 4	Performing	√
<b>Stage 5</b>	<b>Adjourning</b>	√

Excerpt: The Power of Teams

# Stuck In “Storming”

# Storming

- Hi Winds Predicted...
- Politeness wears off
- Conflicts occur
  - Disagreements
- Power struggles
  - Lots of Unknowns
- Most difficult stage
  - Some get stuck here!

	Stage	Applies
Stage 1	Forming	√
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Stage 3	Norming	√
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Stage 5	Adjourning	√

Excerpt: The Power of Teams

# Conflict

- A difference that prevents agreement (Webster)
- Incompatible
  - Needs
  - Desires
  - Opinions
- Struggle
  - Mental & Emotional

	Stage	Applies
Stage 1	Forming	√
<b>Stage 2</b>	<b>Storming</b>	√
Stage 3	Norming	√
Stage 4	Performing	√
Stage 5	Adjourning	√

Excerpt: The Power of Teams

# Conflict Occurs

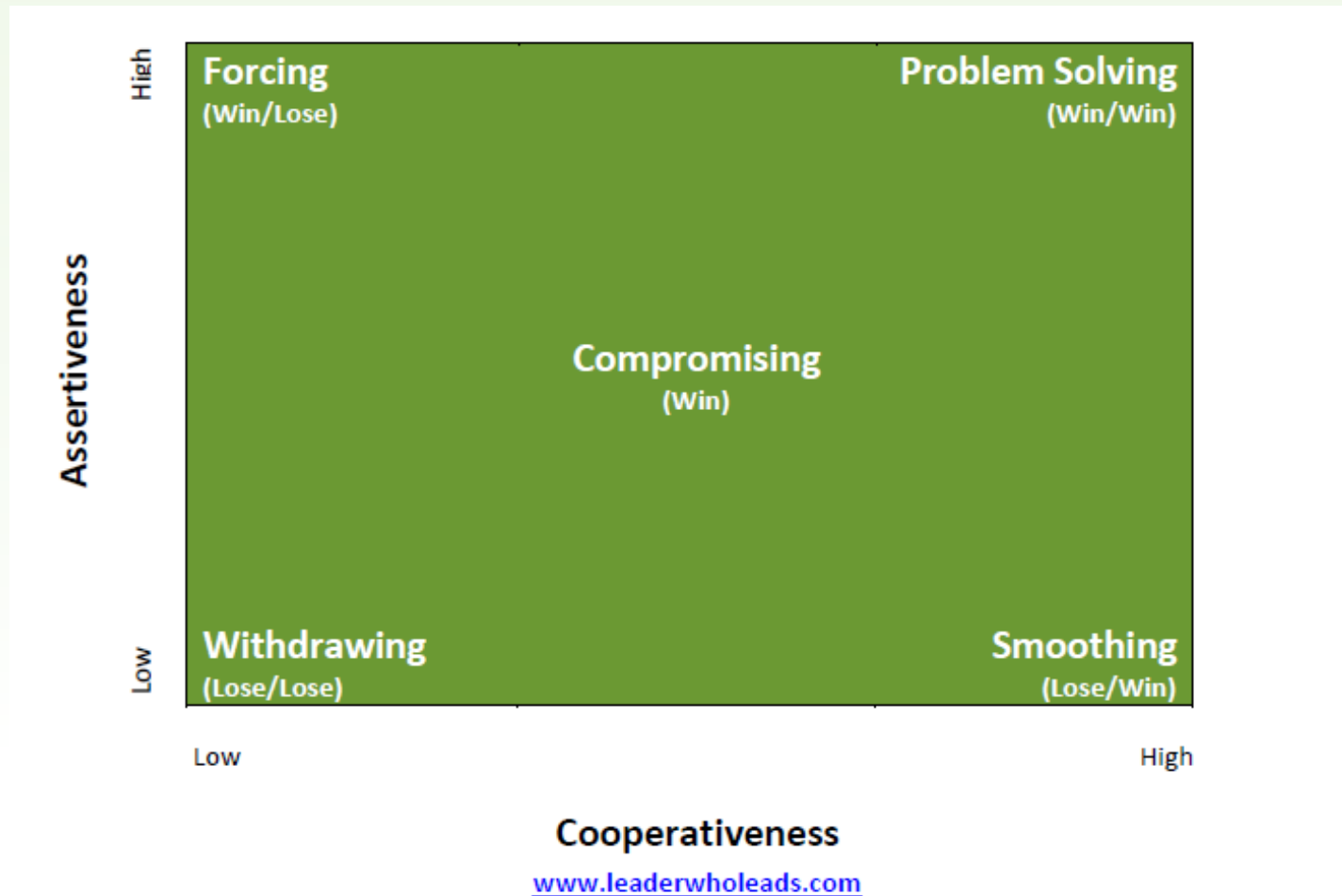
Levels	Within	Between
Individual	Intra	Inter
Group	Intra	Inter
Organization	Intra	Inter

# Communication Styles

<b>Passive</b>	May be seen as a “pushover.” Allows difficult people to “walk all over “ them.
<b>Assertive</b>	Professionally assertive when dealing with people, particularly difficult people. Continues to be open, even when they disagree.
<b>Aggressive</b>	Tends to be combative to the point that people might avoid interacting with them.



# Conflict Management Styles



# Conflict Can Be:

## ➤ Healthy

- Used to Advantage

**OR**

## ➤ Unhealthy

- When Poorly Managed

Examples

# Unhealthy Response To Conflict



# Strategies: Getting “Unstuck”

*“I hate conflict.  
But I love resolution.”  
- J. Smid*

# Strategy

- Be Assertive
  - Express Yourself

*“Think twice....Act once” – Daddy Lauderback*

# Strategy

## ➤ Be Kind

*“Seek first to understand....*

*Then to be understood.” – Stephen R. Covey*

# Strategy

- Be “Agreeably”
  - Seek Common Ground

*“Agree to disagree, agreeably.” – Anonymous*



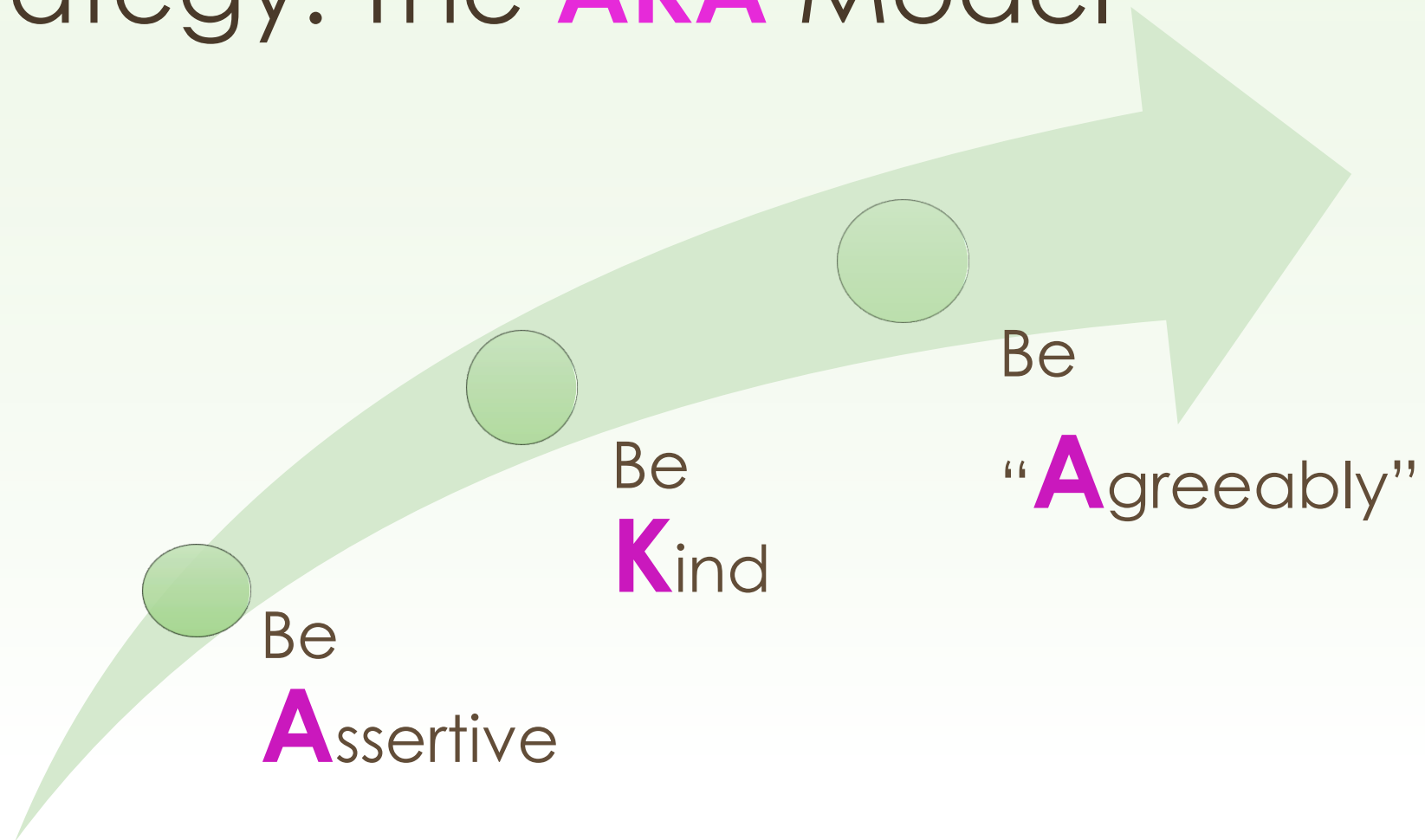
# Strategy: The **AKA** Model



# Summary

Know this:  
Conflict is inevitable.  
("Hiccups" will occur)

# Strategy: The **AKA** Model



# Summary

- Q & A
- Want To Know More?
  - [www.leaderwholeads.com](http://www.leaderwholeads.com)
- Thank You!!!!

*“Nobody can go back and start a new beginning, but anyone can start today and make a new ending.” - Maria Robinson*