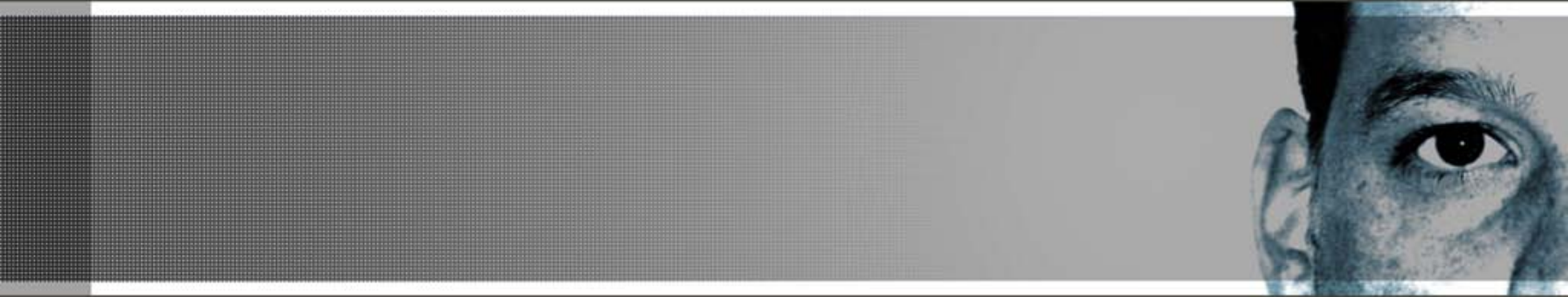


Managing Conflict at Work



I/O Psych Group
11 May 2010

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Farsight Global

1. Your history



2. Shit and other stuff



3. Their history



A 'typical' managers history

- Bigger all specialist people management training
- Inherited problems
- Lack of clarity as to what is expected
- A culture of avoidance, tolerance, or agreement
- Watching colleagues get squashed by a difficult individual(s)

The multiple door theory of influence



Front door



Back door



Side door

Key strategies for side door influence?

- Group communication
- Reinforcing positive behaviours in others
- Credibility figures

Key strategies for back door influence?

- Observations of how we manage poor performance
- Observations of how we manage conflict

Front door



- Self
- Timing
- Resistance
- Objective(s)
- Boundaries
- Evaluation

The Pebble Principle



Finally: Build 'Your' Brand

1. Positive emotional engagement
2. Powerful questions
 - Relevant
 - Change thinking
3. What are your handful of habits?
4. Robust conversations
5. Understand how trust is developed
 - Sincerity
 - Promise keeping

Thank you

Questions?

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