

**ACCCA Webinar Series:**

# Assumptions and Conflict: Dealing with Anger



Describe a  
workplace  
conflict you  
have  
experienced.



# What is Conflict?

Conflict situations are an important aspect of the workplace. A conflict is a situation when the interests, needs, goals or values of involved parties interfere with one another.





A photograph of two reindeer standing on a mossy, yellowish-green hillside. They are facing each other, and their large, bright red antlers are raised and touching. The background is a hazy, grey sky. The text "Why does Conflict Arise?" is overlaid in white, serif font across the center of the image.

Why does Conflict Arise?





People are  
different.



# Why Conflict?

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People see things differently

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Different thinking styles

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Predisposed to disagree

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Have ideological and philosophocal differences

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Different Goals



# Fear, Fairness and Funds







# Fear

**Imaginary concern  
for the future**





# Fairness

- Reflection of Moral Values of the individual



## Funds

Tangible and intangible cost



# Types of Conflict





## Cost of Conflict

- The positive and negative aspects of conflict
- The monetary cost of conflict
- Employee turnover, sabotage, and "presenteism."



## Benefits of Conflict

Chance to  
correct a  
serious wrong

Create  
confidence

## Positive Effects

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Identifies issues of import to others

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Leads to new ideas; Stimulates creativity

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Resolution of underlying problems

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Enhancement of group vitality and development

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Intergroup conflict can decrease within-group cohesion

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Aids individuals, groups, and organizations in establishing identity

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Releases tension; serves as a safety valve



# Negative Effects

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Decreased performance

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Reduces cohesion

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Dissatisfaction

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Aggression & hostility

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Interfere with relationships

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Anxiety

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Wasted time

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Wasted energy

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Reduced efficiency

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## Stages of Conflict

- Conflict Situation
- Awareness of Situation
- Realization manifestation of Conflict
- Resolution or Suppression of Conflict
- After-effects of the conflict situation



# Elements of Conflict

Power

Organizational  
Demands

Worth

# Assumptions of Conflict

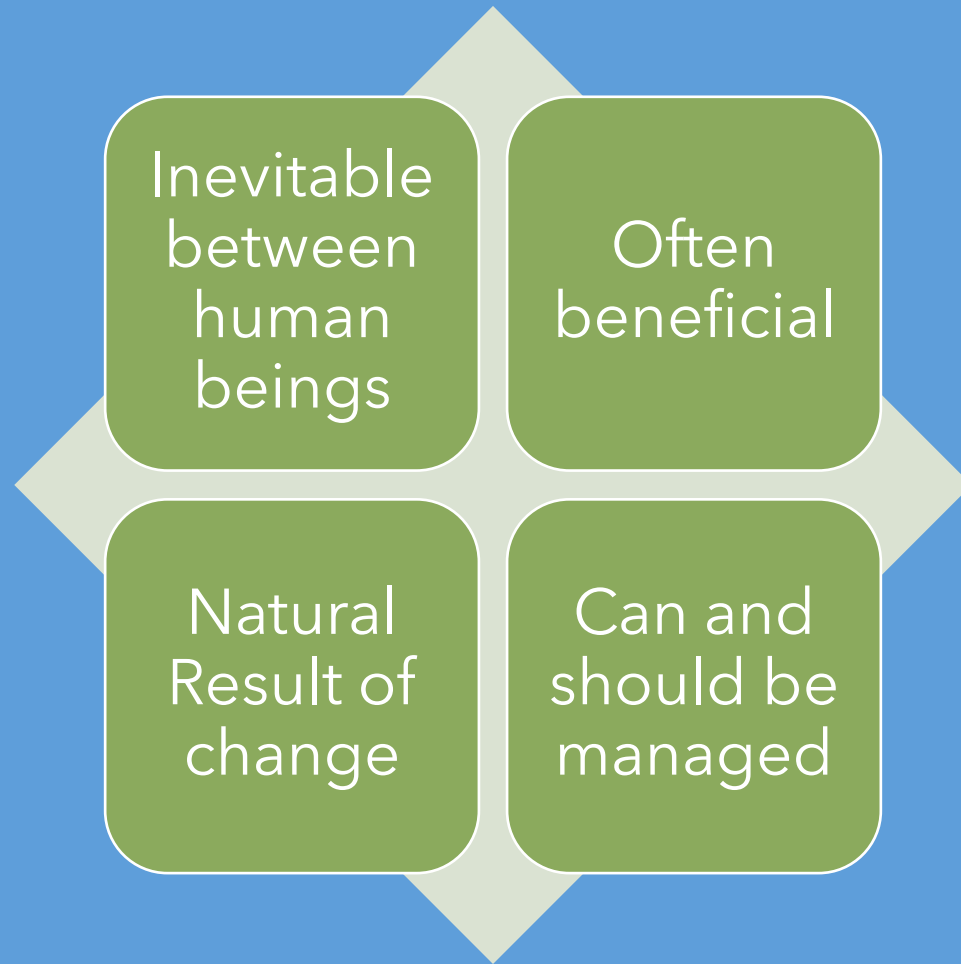
Caused by troublemakers

Conflicts are bad

Conflicts should be avoided or  
suppressed



# Reality of Conflict





# Handling Conflict

- Fight
- Negotiate
- Solve the problem
- Design

Response styles  
to Conflict

## Addressers

- First Steppers
- Confronters



## Response Styles to Conflict

### Concealors

- Feeling Swallowers
- Subject Changers
- Avoiders

## Response Styles to Conflicts

### **Attackers**

- Up Front
- Behind the back

Strategies

Styles-True  
Colors



Improving  
Organizational  
practices



Confrontation  
Techniques



Special Role  
and Structure





## Steps you need to take

1

Identify the source of conflict

2

Impact on productivity and morale

3

Neutralize the situation