

MANAGING AND DE- ESCALATING CONFLICT

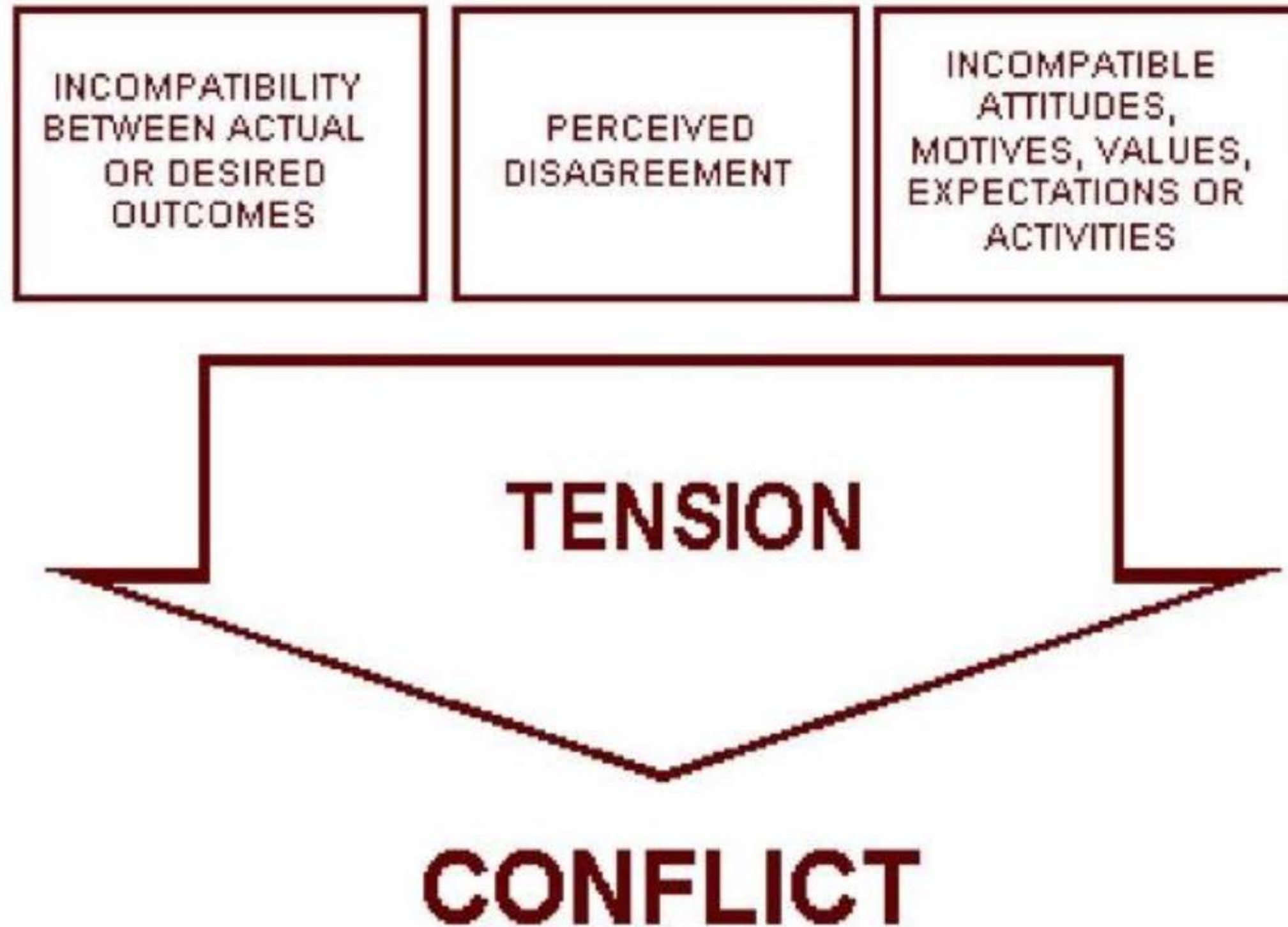
Lonita Cordova, Ph.D., LPCC #1219

Assistant Superintendent/Vice President of Student Services, San Joaquin Delta College

WORKSHOP STRUCTURE

- What is conflict
- Why does conflict occur?
- Conflict and power dynamics
- The Let Them Theory and Conflict Management
- Case Studies/Practice

What is conflict



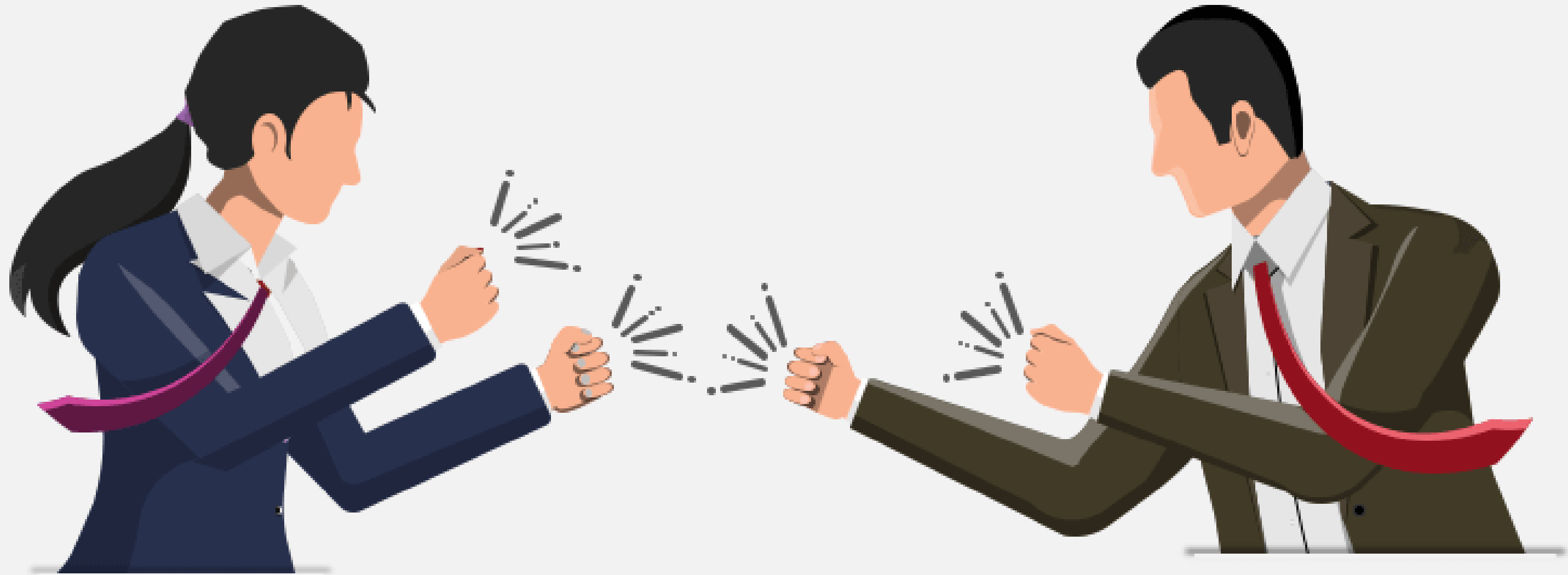
WHAT CAUSES CONFLICT?

- Social structures create and maintain inequalities.
- Power dynamics perpetuate conflict.
- Competition for limited resources is a key driver of conflict.



WORKPLACE CONFLICT

5 Culprits of Workplace Conflict



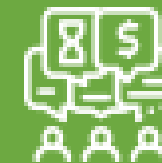
Poor
Communication



Competition



Personal
Issues



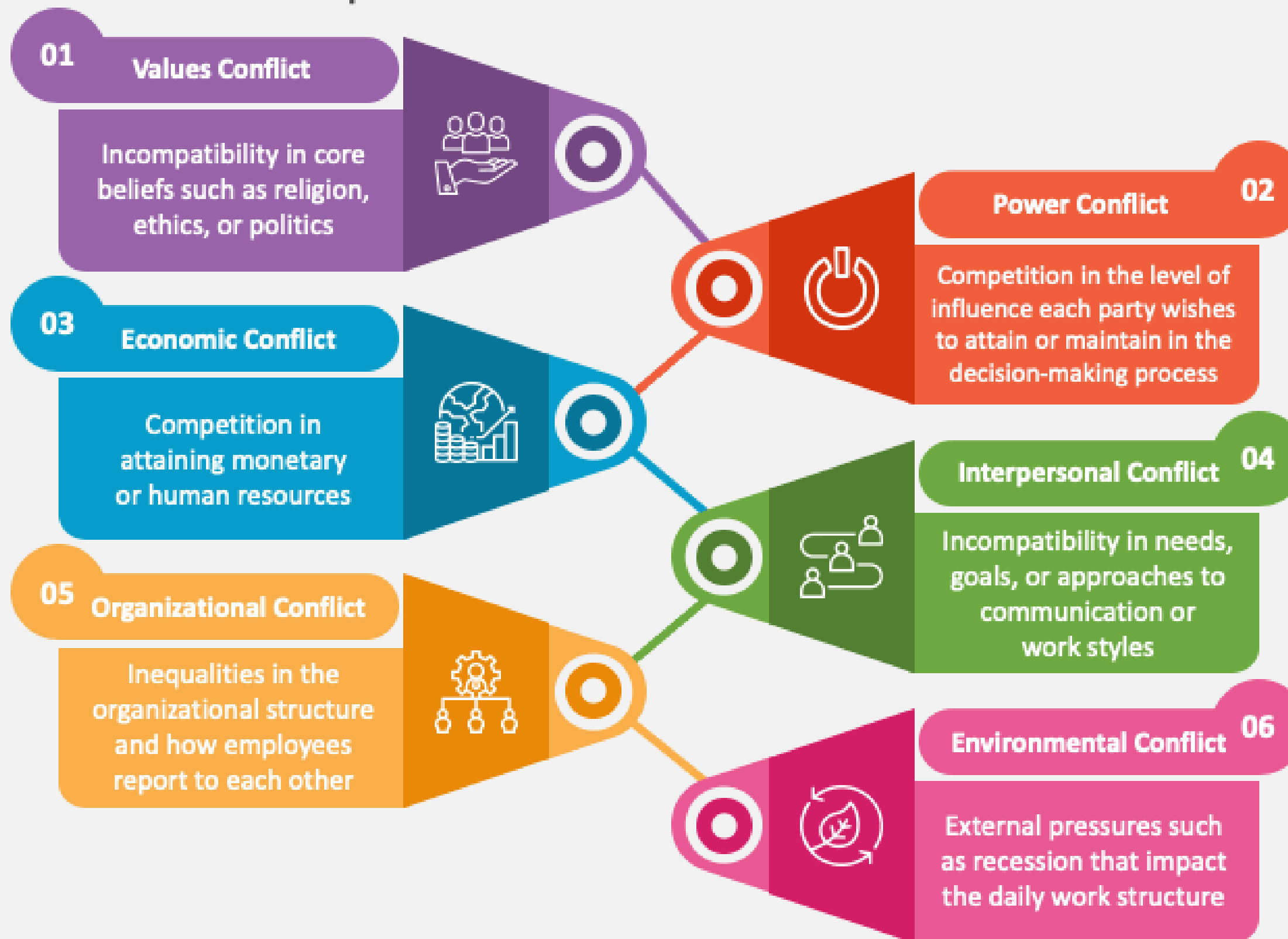
Dissimilar
Values



Personality
Differences

WORKPLACE CONFLICT

Source of Conflict in the Workplace

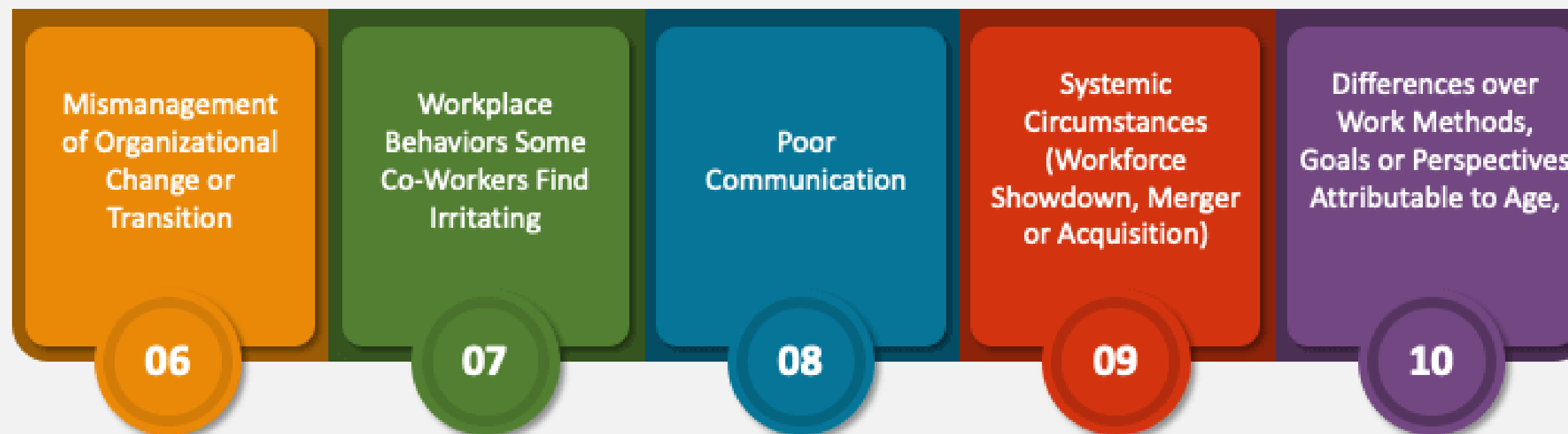


WORKPLACE CONFLICT

Potential Causes of Workplace Conflict



WORKPLACE CONFLICT



WORKPLACE CONFLICT

Types of Conflict at Workplace



Interdependence Conflict

Disagreement in views for task coordination with other team members



Policy Conflict

Following rules on how a particular job is done



Personality Conflicts

Diverse working styles on how to get things done



Leadership Conflict

Diverse leadership styles to lead the team



Background Conflict

Difference in experience, educational background, age, political preference, etc.

WORKPLACE CONFLICT

Advantages of Conflict in the Workplace



WORKPLACE CONFLICT

Tips of Manage & Resolve Conflict in the Workplace



CASE STUDIES

OTHER FACTORS TO
CONSIDER

Millennials and Gen Z have changed work dynamics

With millennials and Gen Z redefining what workplace culture should look like (hint: it's more about collaboration and less about unnecessary drama), the timing couldn't be better.

They are leading the charge on behavior change and are done playing the blame game or taking on other people's baggage.

What if you 'let them' at work?

Exploring the Mel Robbins' 'Let Them' Theory



here.

#1 NEW YORK TIMES BESTSELLER

**A Life-Changing Tool That Millions of
People Can't Stop Talking About**

**THE
LET
THEM
THEORY**

Mel Robbins

and Sawyer Robbins

Let Them Be Themselves: Fostering Authenticity at Work

Let them be themselves

**Support
ERGs**

**Provide
psychological
safety**

**Rethink
policies**

here*

LET THEM FAIL: CULTIVATING PSYCHOLOGICAL SAFETY

Let them fail

**Talk about
failure**

**Give
growth-
oriented
feedback**

**Let them
experiment**

here'

Let Them Lead: Encouraging Ownership

Let them lead



**Assign
meaningful
work**

**Reverse
mentoring**

**Encourage
Initiative**

here'

Let Them Set Boundaries: Respecting Work-Life Balance

Let them set boundaries



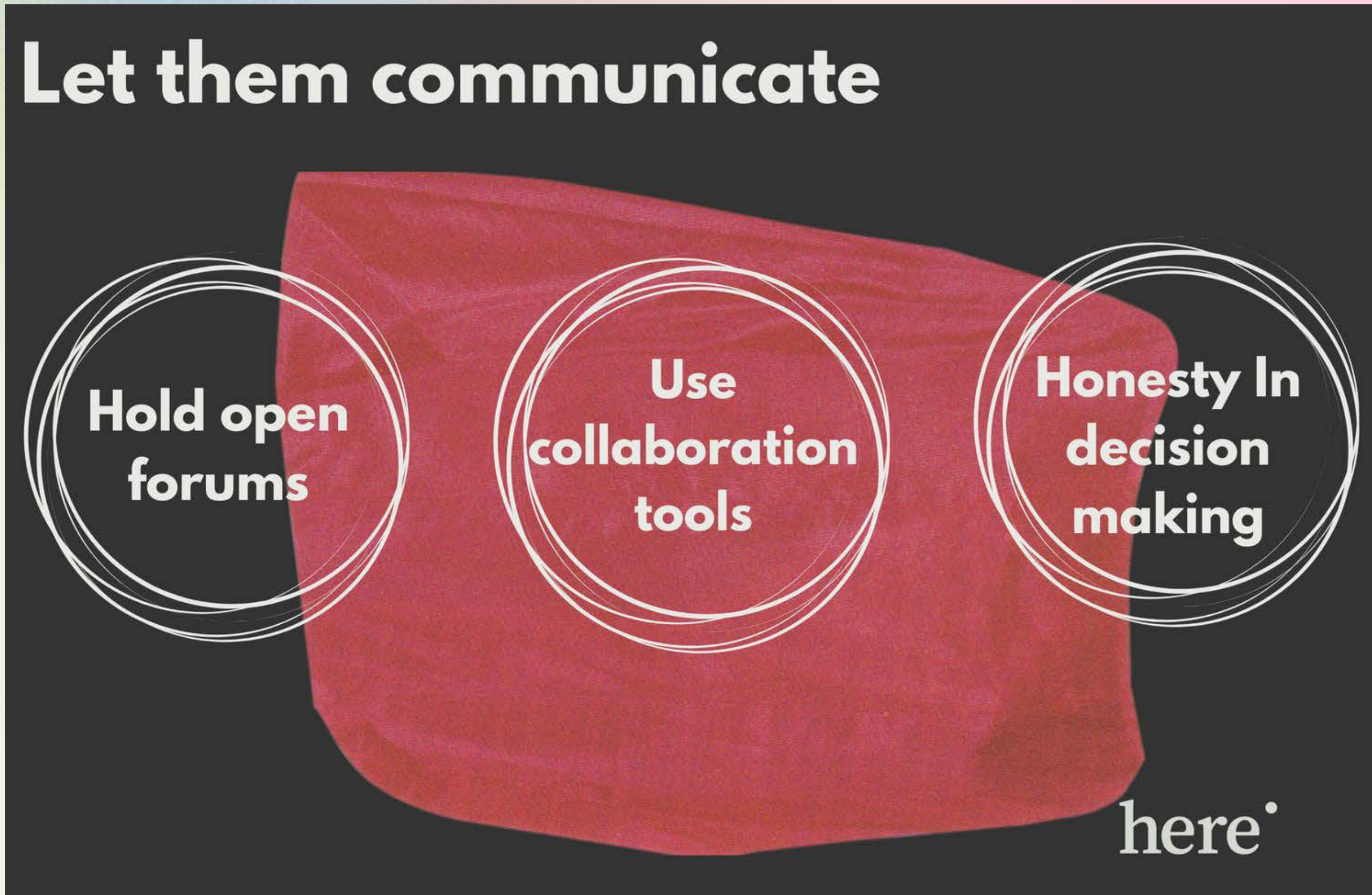
**Flexible
work hours**

**Model
boundary-
setting**

**Provide
mental
health
resources**

here'

Let Them Communicate: Embracing Transparency



Let Them Grow: Supporting Career Development

Let them grow



**Learning
programs**

**Job
shadowing**

**Mentorship
programs**

here*

Let Them Make a Difference: Fostering Purpose

Let them make a difference



**Discuss their
Impact**

**Encourage
involvement**

**Promote
purpose**

here'

Let Them Disconnect: Promoting Mental Health

Let them disconnect



**Encourage
time off**

**Remote
work
flexibility**

**Destigmatize
mental
health**

here'

THANK YOU FOR
LISTENING!