

Participant Guide

Conflict Resolution for Supervisors



Fill in the blanks with the correct information.

1. **Causes** of conflict are _____, _____ and _____.

2. **Negative Employee Behavior types:**

- _____ Quickly reacts with anger but later apologizes, wants quick resolution
- _____ Avoids talking, postpones resolving conflict as long as possible
- _____ Says nice words to your face, bad words behind your back
- _____ Likes to embarrass people in a crowd, pretends to joke when teasing others
- _____ Fight over small details, but never focuses on real conflict
- _____ Must have the last word, wants conflict to never end



Fill in each box with the correct information.

Thomas Kilmann Conflict Model – Conflict Resolution Methods

Method	Person Making Decision	Use When



Put a check mark next to the correct item.

3. What should you do when resolving conflict?

- Understand conflict is unavoidable
- Focus on personality traits
- Interrupt employees talking
- Address conflict quickly
- Disregard employees' feelings
- Focus on the problem
- Be open to solutions from all employees
- Allow emotions to take over conflict
- Acknowledge how employees feel
- Impose your personal values or beliefs on employees
- Listen actively



What other things can you do to resolve conflict?



4. Breakout Room Discussion

Work within your group to discuss and answer the questions below. When finished, chose one or two people to share with the whole group.

1. Which conflict resolution method or methods was used?
2. What are the action steps needed to resolved the conflict?

Include in your response:

- ✓ people involved
- ✓ specific steps each will complete
- ✓ timeline for completion
- ✓ plans for maintaining resolution

Notes



5. Summary

Based on what you learned today about conflict resolution, complete the statements below:

I will start to ...

I will stop ...

I will continue to ...