Discuss with people near you:

Why do people go to managers about conflict they are having?
FOR YOUR TEAMS

value of resolving conflict

DANGER

H

Never Never Land

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L

H

comfort w/ conflict

PEARSON
Getting others to take ownership of their conflict
HELPING OTHERS...

OWN

CONFLICT RESOLUTION

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Tricia Broderick
@t_broderick
tricia.broderick@pearson.com
www.leadtotheedge.com

❖ Manager of Project Management, Pearson
❖ Focused on software development for 17 years
❖ Motivated by helping people
❖ Looking for the next moment to laugh
Why did you steal my book?

Well why did you take my pencil?

Com'on calm down. We can sort it out!
It's story time
1. What they did?

2. How did it impact you?

3. Why you think they did that? (3-5 options)
Prime Directive

“Regardless of what we discover, we understand and truly believe that everyone did the best job they could, given what they knew at the time, their skills and abilities, the resources available, and the situation at hand.”

~Norm Kerth
4. Why else might they have done that? (1-3 options)

THINK POSITIVE!
It’s story time
5. Which one is likely their intention?

Not your perception!
Double Loop Learning

What they did

Effect/Reaction

Why we think they did it

Source: Adapted from Derek Wade based on work from Chris Argyris and Crucial Conversations by Kerry Patterson et al.
Double Loop Learning

Do perceptions match intentions?

What they did
Effect/Reaction
Why we think they did it
Why they did it

Source: Adapted from Derek Wade based on work from Chris Argyris and Crucial Conversations by Kerry Patterson et al.
Allowed time for cooling off and reflection
Engaged curiosity and problem solving tendencies
Maintained ownership
Acknowledged
PERCEPTIONS
might not match
INTENTIONS
Primed for healthy conflict
DOES NOT RESOLVE THE ACTUAL CONFLICT AT THIS POINT!!!!

Additional Resources:

- **Crucial Conversations: Tools for Talking When Stakes are High**
  by Kerry Patterson
- **Nonviolent Communication: A Language of Life**
  by Marshall B. Rosenberg
- **Conflict Resolution** by Daniel Dana
- **Getting to YES, Negotiating Agreement Without Giving In**
  by R. Fisher, W. Ury, B. Patton
- **Difficult Conversations** by D. Stone, B. Patton, S. Heen
MYTHS VERSUS FACTS
Thank You!
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