Conflict Management

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clubMENTOR
CPR Group's Club Mentoring Package

Little Athletics Queensland

Emotions

Leadership

Self-Leadership

Self-Awareness

Active

Dominant

- Direct
- Decisive
- Doer

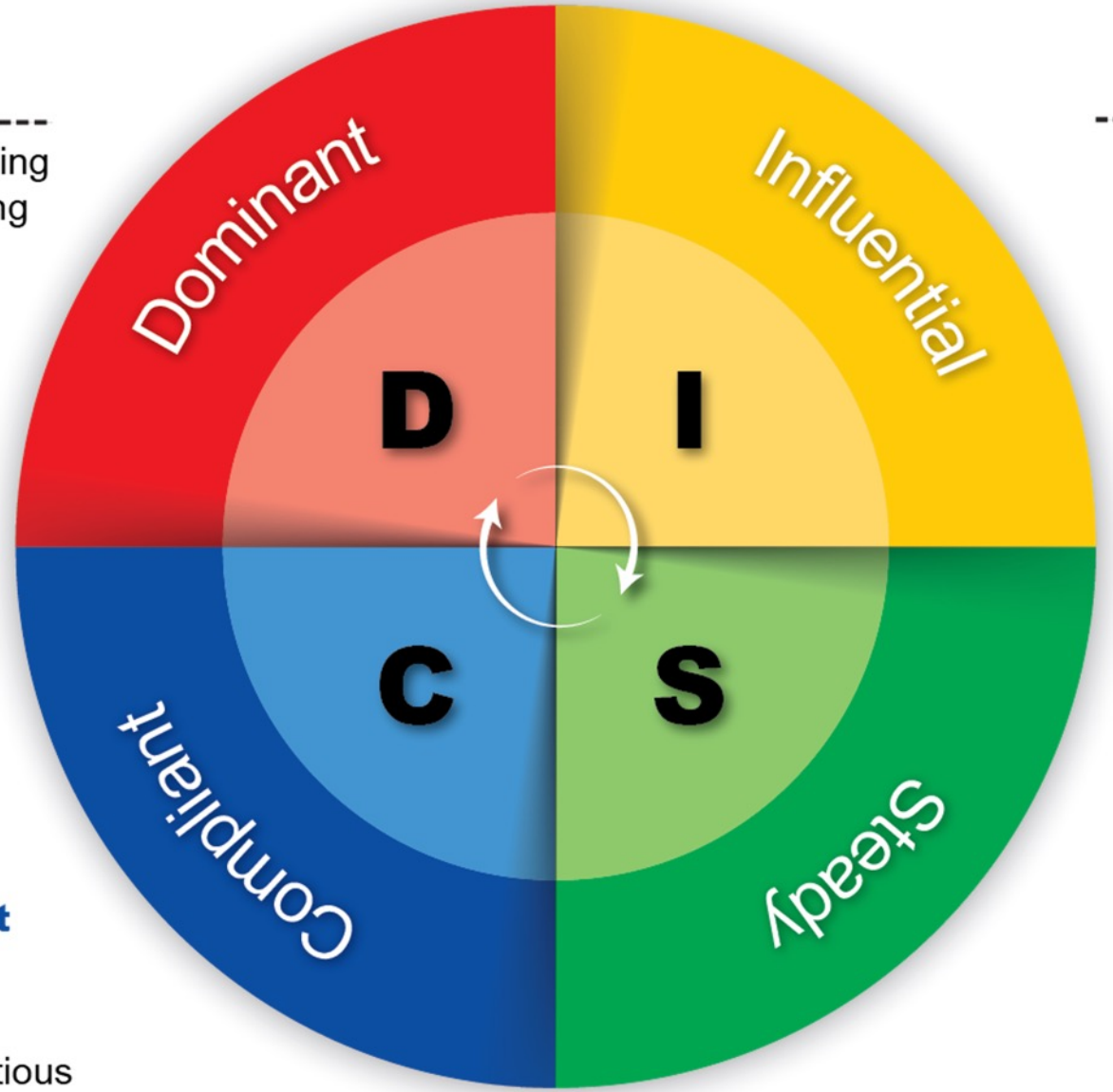
- Domineering
- Demanding

Influential

- Inspirational
- Interactive
- Interesting

- Impulsive
- Irritating

Task Focus



People Focus

Compliant

- Cautious
- Careful
- Conscientious

- Calculating
- Condescending

Reflective

Steady

- Stable
- Supportive
- Sincere

- Slow
- Sensitive

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D

Dominant Director

I

Interactive Socialiser

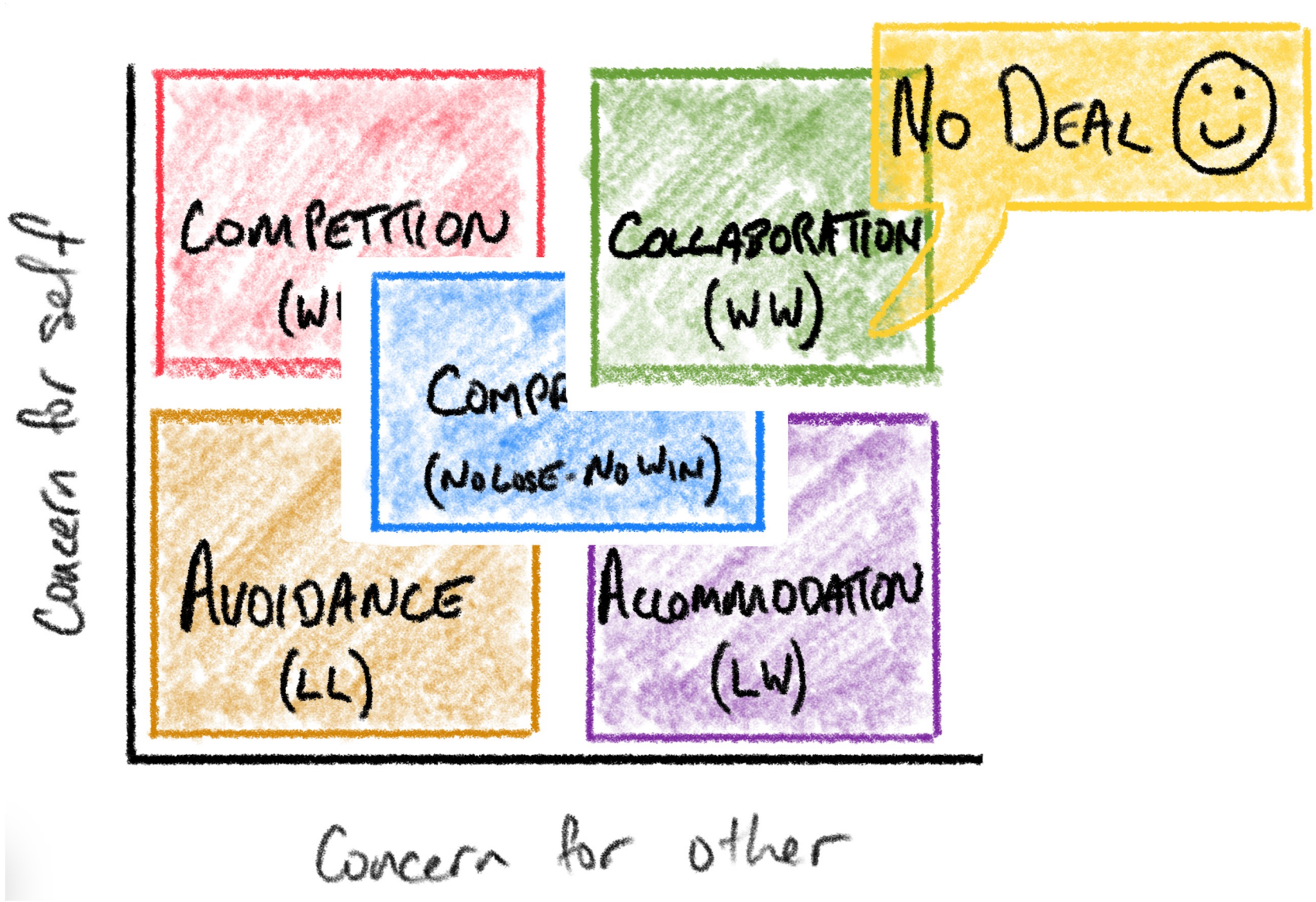
S

Steady Relator

C

Cautious Thinker

Conflict management tactics



Set goals

- Substantive goals
- Relationship goals
- Identity goals
- Process goals

Effective Conflict Management: Initial Conditions

- Define the issue in terms of voluntary behaviour from now forward
- Both parties must be willing and able to negotiate

Effective Conflict Management: Preparation

Step 0: Get your emotions in check

Step 1: Define the issue

Step 2: Identify your goals

Step 3: Decide if you want to resolve the issue by negotiating

Step 4: Arrange to meet

Effective Conflict Management: Negotiating

Step 5: Meet

Step 6: Make a contract

Step 7: Follow through

Toxic volunteers

- In conflict with the organisation
  - Ignore rules
  - Badmouth
  - Bully
  - Drive others away
- Take action - No Deal

Further reading

- Getting to Yes: Negotiating an Agreement Without Giving In
  - Roger Fisher, William Ury, Bruce Patton
- Never Split the Difference: Negotiating as if Your Life Depended on It
  - Chris Voss, Tahl Raz
- Influence: The Psychology of Persuasion
  - Robert B. Cialdini
- Instant Influence: How to Get Anyone to Do Anything - Fast
  - Michael V. Pantalon
- The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change
  - Stephen R. Covey
- How to Stop Worrying and Start Living
  - Dale Carnegie
- Surrounded by Idiots
  - Thomas Erikson
- The Great Courses
  - The Art of Negotiating the Best Deal
    - Seth Freeman
  - Influence: Mastering Life's Most Powerful Skill
    - Kenneth G. Brown
  - Effective Communication Skills
    - Dalton Kehoe

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