

Conflict Resolution between Work Teams

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Conflict between teams is inevitable



Healthy Conflict is productive when handle correctly



Unhealthy Conflict is costly & unproductive



Avoid Avoidance

- Avoidance does not resolve conflict
- Do not evade responsibility; Deal with it
- Handle conflicts immediately

Avoid Personal Attacks

- Focus on behavior or action; not personality
- Don't Blame; look for root cause



Consider Compromise

Reach a consensus
Find Common Ground
Seek agreeable solution

Seek Understanding

Allow everyone time to speak equally; listen to each other; ask open ended questions



Develop a Strategy

- Poor strategy produces negative outcomes

Interteam Conflict Strategies

- Dominating
- Integrating
- Obliging
- Avoiding

(Wombacher, et al. 2017)



Set Clear Goals

Develop and list clear goals

Create Action Items

Communicate often between teams; meet more often

Collaborate with each other on next steps

Focus on company goals and mission of your team



Improve Relationships between Teams

- Build relationships between team members
- Meet regularly
- Create action items
- Use familiar terms
- Remove physical barriers
- Focus on organizational needs and mission

(Patriot Small Business Blog)



Leaders Lead the Way

Leadership effectiveness, cooperation and collaboration reduces conflict between subgroups

(Rast III, et al. 2020)



Address Emotional Conflict

Negative emotional feelings leads to team conflict

Emotions like jealousy, insecurity, envy, annoyance and personal conflict

Consider mediation



Consider 3rd Party Intervention

Third party consultants must be skilled, and impartial

They can improve communication, resolve conflict, improve attitudes, and improve relationships

(Fisher, 1983)



Resolve Conflict !

Be Productive !

Reach Goals !

Go Teams !!



REMEMBER

CONFLICT IS HEALTHY AND GOOD FOR WORKING TEAMS WHEN CHanneled PROPERLY