

ZONTA

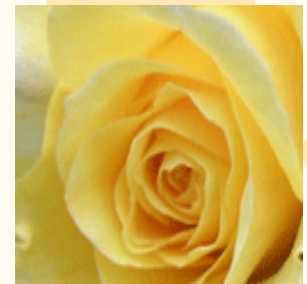


INTERNATIONAL

Handle Zonta Conflict and Difficult People

2013 North American Seminar

**Jacquie Gudmundsen
Zonta Club of Pontiac-N. Oakland**



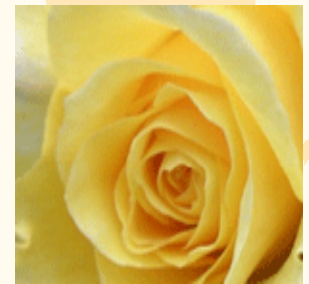
ZONTA



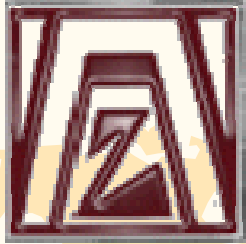
INTERNATIONAL

Conflict in Zonta

- ❖ What is it?
- ❖ What causes it?
- ❖ How do we deal with it?
- ❖ What happens?



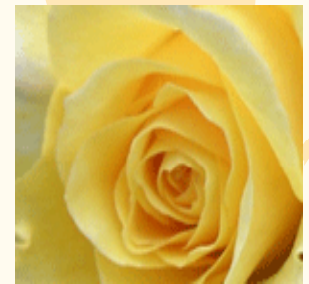
ZONTA



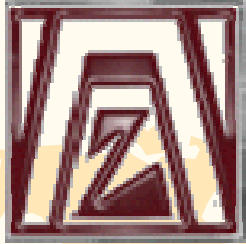
INTERNATIONAL

Why is Conflict Such a Problem?

- ❖ **Baggage from the past—conflict is bad**
- ❖ **Gender issues with conflict—nice girls don't get angry**
- ❖ **Conflict approaches—fight or flight**



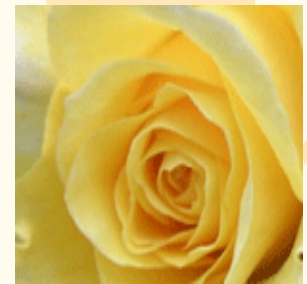
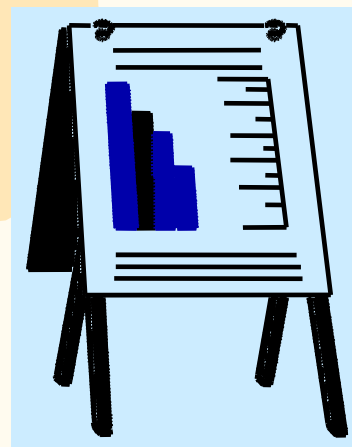
ZONTA



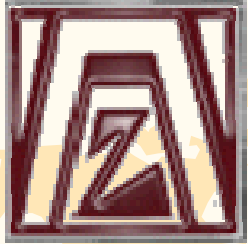
INTERNATIONAL

Typical Club Conflicts

- ❖ Identify recent club conflicts
 - ❖ Clarify the issues (be brief)
 - ❖ Describe how handled
 - ❖ Determine if positive or negative
-
- ❖ Use scribe
 - ❖ 10 Minutes



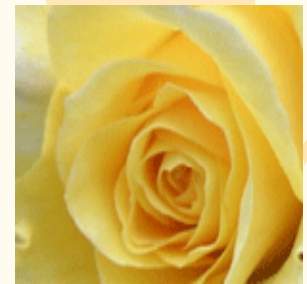
ZONTA



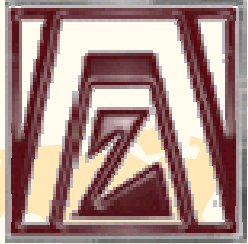
INTERNATIONAL

Conflict Approaches

- ❖ **Avoid**
- ❖ **Accommodate**
- ❖ **Compete**
- ❖ **Compromise**
- ❖ **Collaborate**



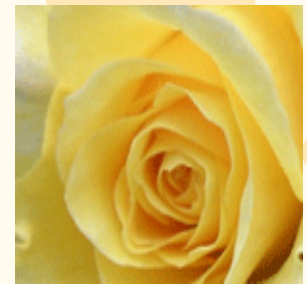
ZONTA



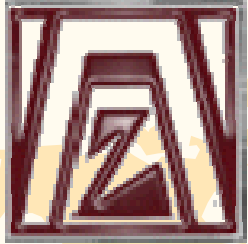
INTERNATIONAL

Pros, Cons, Outcomes

- ❖ **Avoid—no change**
- ❖ **Accommodate—lose-win**
- ❖ **Compete—win-lose**
- ❖ **Compromise—lose-lose?**
- ❖ **Collaborate—win-win**



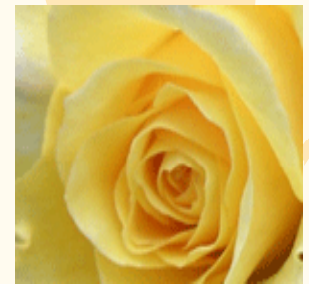
ZONTA



INTERNATIONAL

Difficult People

- ❖ Distinguish between behavior and personality
- ❖ Address behavior respectfully
- ❖ Focus on the issue
- ❖ Avoid evaluation or judgment
- ❖ State desire to work together



ZONTA



INTERNATIONAL

To Achieve Win- Win

- ❖ Identify conflict
- ❖ Determine differences
- ❖ Uncover interests
- ❖ Diagnose Conflict
- ❖ Follow Process
- ❖ Brainstorm, Evaluate, Modify
- ❖ Resolve and Follow up



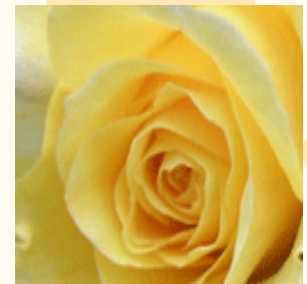
ZONTA



INTERNATIONAL

Language to Avoid

- ❖ “You”
- ❖ “Always”
- ❖ “Never”
- ❖ “Yes But”
- ❖ “Why”

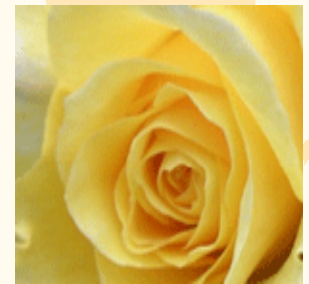


ZONTA



INTERNATIONAL

Choose a Conflict

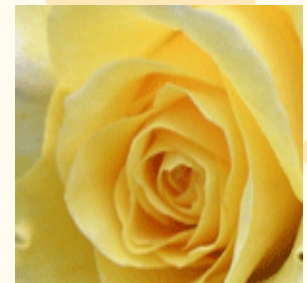




Analyze the Conflict



- ❖ **What's your perception of the issue**
- ❖ **What's the other's perception**
 - ✓ **What concerns do you (others) have**
 - ✓ **What is really important to you (to other)**
- ❖ **List and prioritize your (other's) interests**
- ❖ **What are common interests**



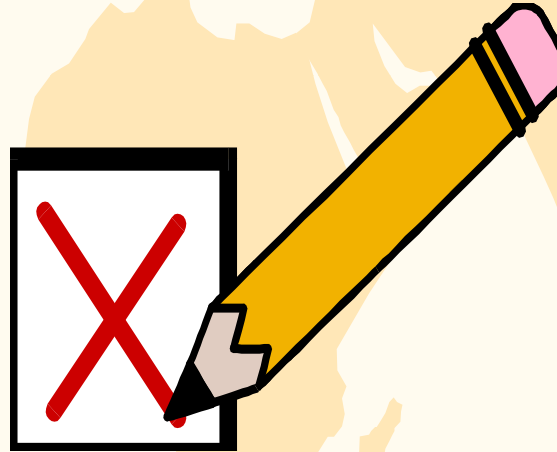
ZONTA



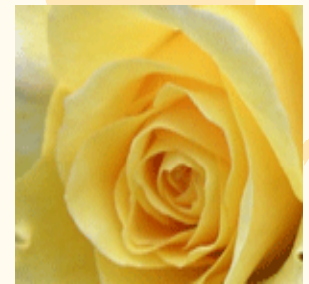
INTERNATIONAL

Interest vs. Position

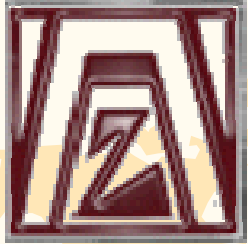
- ❖ “Position” is WHAT you want



- ❖ “Interest is WHY you want it



ZONTA

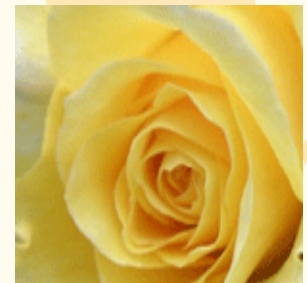


INTERNATIONAL

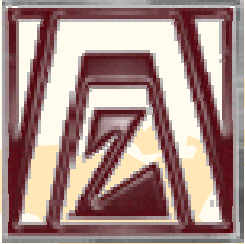
Diagnose the Conflict



- ❖ **Facts**—truths or information that is known, can be observed, or proven
- ❖ **Goals**—end results or desired outcomes chosen or assigned
- ❖ **Methods**—ways to achieve the goal
- ❖ **Values**—deeply held beliefs, ideals or principles



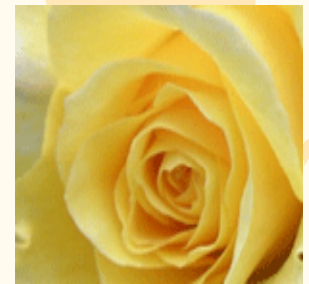
ZONTA



INTERNATIONAL

Conflict of Facts

- ❖ **What are the facts?**
- ❖ **What is the source of the facts?**
- ❖ **Do we have the same facts?**
- ❖ **Do we interpret them the same way?**
- ❖ **What source can we accept?**



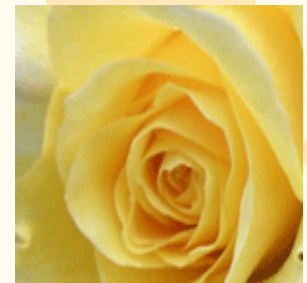
ZONTA



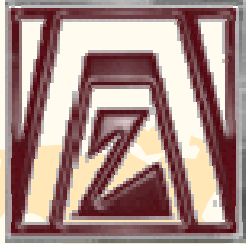
INTERNATIONAL

Conflict of Goals

- ❖ What are our goals?
- ❖ Do they differ?
- ❖ Is there a higher goal we can both agree on that will satisfy both our interests?



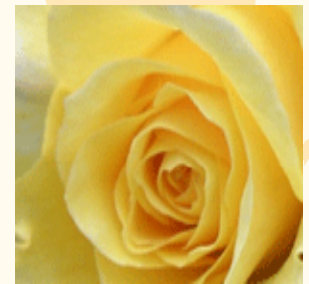
ZONTA



INTERNATIONAL

Conflict of Methods

- ❖ **What are our methods to achieve the goal?**
- ❖ **How do they differ?**
- ❖ **What other methods exist for achieving the goal that will benefit us both?**



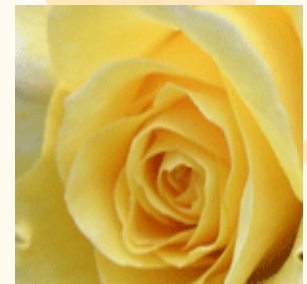
ZONTA



INTERNATIONAL

Conflict of Values

- ❖ **What values are in conflict?**
- ❖ **How can we protect one another's values?**



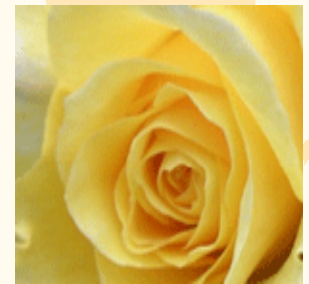
ZONTA



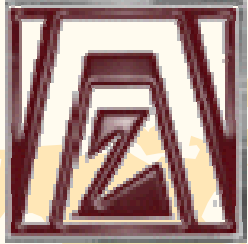
INTERNATIONAL

Resolving Conflict

- ❖ **Generate as many additional ways as possible to achieve goals—be wild and crazy**
- ❖ **Evaluate and eliminate any that are not win-wins**
- ❖ **Modify and combine to reach best possible solution**



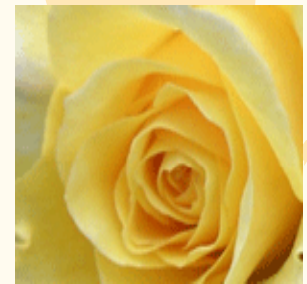
ZONTA



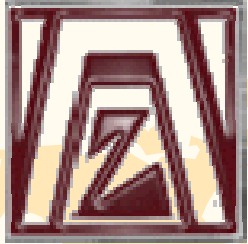
INTERNATIONAL

Final Steps

- ❖ Formalize resolution
- ❖ Agree to a plan
- ❖ Follow up on how it worked
- ❖ Follow up on relationship



ZONTA



INTERNATIONAL

Difficult People

- ❖ Distinguish between behavior and personality
- ❖ Address behavior respectfully
- ❖ Use assertive “I Statements”
- ❖ Avoid evaluation or judgment
- ❖ Celebrate the differences



ZONTA

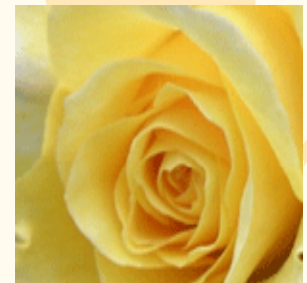


INTERNATIONAL

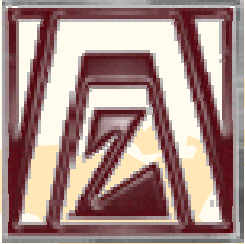
“I Statements”

- ❖ Begin with “I” to take ownership
- ❖ Add a feeling to describe impact
- ❖ Provide reason for feeling

- ❖ I (feeling) about _____ because _____
- ❖ Add what you want
- ❖ Explain consequences



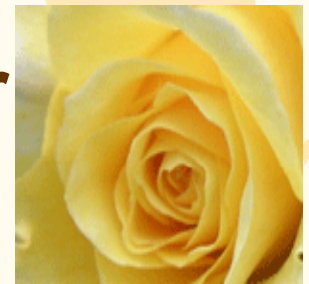
ZONTA



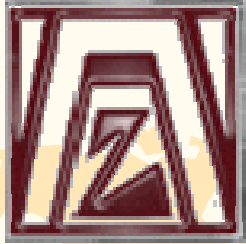
INTERNATIONAL

Examples

- ❖ I'm worried about the people who don't respond because I don't know if they support this or not.
- ❖ I'd like to take a poll of the group on this issue.
- ❖ How do you all feel?
- ❖ What other options are there for getting full support?



ZONTA



INTERNATIONAL

For Success

- ❖ Deal with conflict early on
- ❖ Do it out in the open
- ❖ Include all involved
- ❖ Confront issues without being confrontational
- ❖ Avoid making others defensive
- ❖ Remember what Zonta is about

