



# Management Seminar Series



## Conflict Management

February 26, 2015

### About this seminar

#### Coordinated by

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Conflict can occur in any environment between two or more people. It can happen at home while interacting with family members or at work while interacting with co-workers. Conflict is a “process in which one party perceives that its interests are being opposed or negatively affected by another party”<sup>1</sup>. The manner in which an employee responds to a conflict in the work environment could limit or enable their career success.

Conflict Management is the process of limiting the negative aspects of conflict while increasing the positive aspects of conflict. The aim of conflict management is to enhance learning and group outcomes, including effectiveness or performance in organizational settings<sup>2</sup>. There are many techniques that can be used for conflict management, including **interest-based negotiations** and **position-based negotiations**. These tools provide guidance on how to resolve conflict and optimize outcomes – i.e. remove the negativity from a conflict and turn it into an opportunity to obtain the best possible outcome for all parties involved.

This seminar features Linda Myers, J.D., Associate Ombudsman in the NIH Office of the Ombudsman and Phillip L. Lee, J.D., MPM, President of the Results Leadership Group. The purpose of this seminar is to introduce key concepts of conflict management and interest-based negotiations. Attendees will learn how to prepare for potential conflict, how to apply interest-based negotiation techniques, qualities of individuals who effectively navigate conflict, and resources available through the NIH Office of the Ombudsman. Key competencies related to this seminar are below.

#### Resources

**NIH STEP Forum Focus on What You Want: Negotiating Your Desired Outcome**  
<http://videocast.nih.gov/summary.asp?Live=10672&bhcp=1>

**Office of the Ombudsman**  
<http://ombudsman.nih.gov>

**Employee Assistance Program**  
<http://www.ors.od.nih.gov/sr/dohs/EAP/Pages/EAP-Services.aspx#effectively>

**Conflict Resolution:** Uses a variety of approaches to manage and resolve concerns, disagreement, and conflict.

**Influence and Negotiating:** Uses persuasion to gain the support and cooperation from stakeholders, superiors, colleagues, subordinates and other parties to achieve a desired course of action consistent with the organization’s strategic goals and objectives.

**Communication:** Delivers clear, effective communication and takes responsibility for understanding others.

### Seminar Pre-work (answer questions before the seminar)

Think of a conflict you have experienced or witnessed that was related to diversity and inclusion. In order to resolve the conflict:

1. What techniques or strategies worked well?
2. What did not work well?





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## Applying the Learning

**What initial ideas do you have to apply what you are learning in this seminar to work/workplace?**

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**What action(s) will you commit to applying from this seminar within the next 30 days?**

**Action Plan — What specific steps will you take?**

**Resources — Who will help you ? / What resources do you need?**

**Measures of Success — How will you know you succeeded?**

## Gray Matters — Critical Thinking and Decision Making

In today's complex, data-driven world, professionals face many "gray" areas in which they need to think critically and exercise personal judgment. This course offers tools and techniques for sharpening the "grey cells" of the brain for clearer thinking and more effective decision - making.

**Learn more about this class at <http://trainingcenter.nih.gov/ShowDetails.aspx?cid=NIHTC4401>**

**Date:** May 7, 2015 / **Time:** 8:30 am - 4:30 pm / **Location:** Rockledge Drive (RKL 1) / **Tuition:** \$400