

BUILDING BRIDGES: EFFECTIVE CONFLICT RESOLUTION IN OUR COMMUNITY"

Presented by AACRC



WELCOME & INTRODUCTION

AGENDA OVERVIEW



ABOUT AACRC



OVERVIEW OF SESSION

WHAT IS CONFLICT?

CONFLICT IS

CONFLICT IS A STRUGGLE OR DISAGREEMENT BETWEEN PEOPLE, GROUPS, OR IDEAS DUE TO DIFFERENCES IN NEEDS, VALUES, BELIEFS, GOALS, OR PERCEPTIONS. IT IS A NATURAL PART OF HUMAN INTERACTION AND CAN BE EITHER CONSTRUCTIVE OR DESTRUCTIVE, DEPENDING ON HOW IT IS HANDLED.

IS INEVITABLE IN HUMAN RELATIONSHIPS

TYPES OF CONFLICT

PERSONAL CONFLICT (INTRAPERSONAL)

INTERPERSONAL CONFLICT (PERSON TO PERSON)

GROUP CONFLICT (INTRAGROUP)

INTERGROUP CONFLICT

CAUSE OF CONFLICT IN COMMUNITY SETTINGS

Miscommunication

Unmet Needs

Limited Resources

Differing Values

Cultural
Differences

Power Imbalances

Historical Tensions

THE ROLE OF EMOTIONAL INTELLIGENCE IN CONFLICT RESOLUTION



Ability to recognize, understand, manage, and use emotions—both your own and others'—to communicate effectively, build relationships, and resolve conflicts.

Identifies personal triggers and emotions without reacting impulsively

Keeps emotions in check to allow thoughtful communication

Helps understand others' emotions, needs, and points of view

HOW EMOTIONS & PERCEPTIONS IMPACT CONFLICT

Emotions

- Emotions are a **natural** part of conflict.
- They serve as **signals** about what matters to us (e.g., safety, respect, fairness).
- When unmanaged, emotions can escalate conflict.

Perceptions

- **Perception** is how we interpret what's happening—often shaped by our upbringing, culture, beliefs, and past.
- Two people can experience the *same event* and perceive it *very differently*.
- **Assumptions** fill in gaps in communication, often inaccurately.

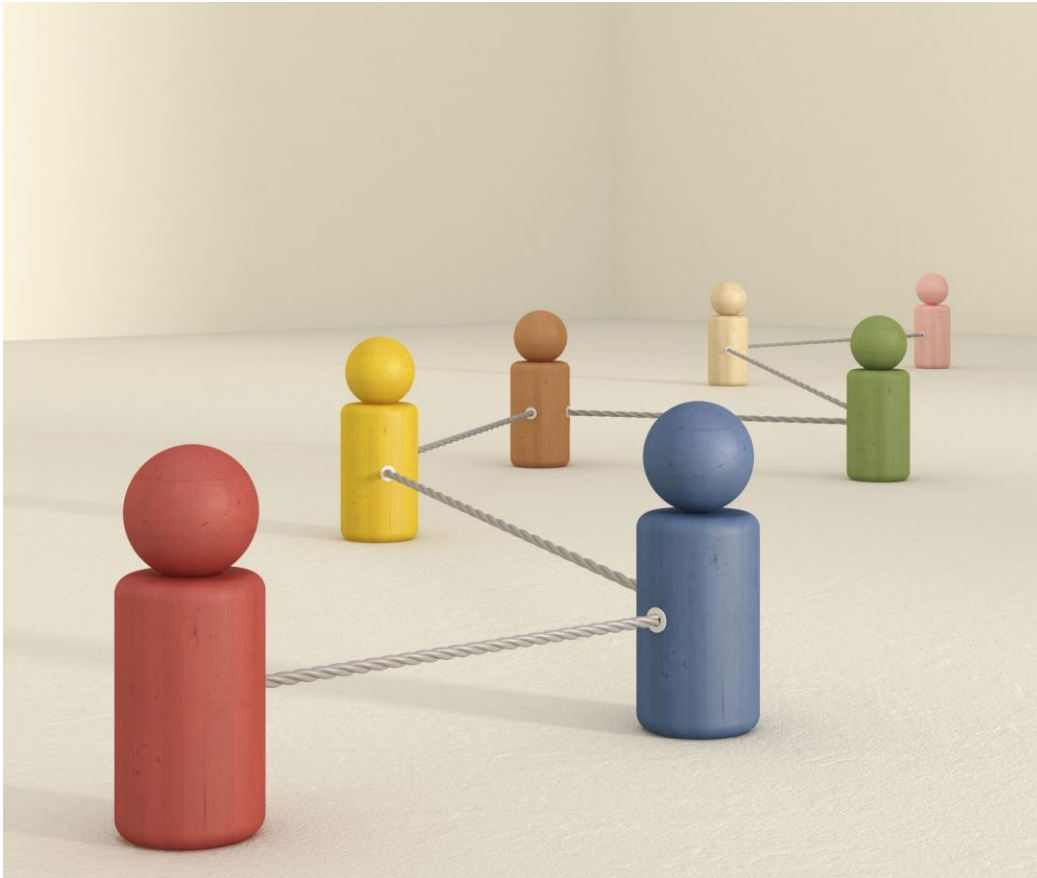
WHY EMOTIONS MATTER IN CONFLICT?

EMOTIONS ARE INDICATORS OF DEEPER NEEDS
UNACKNOWLEDGED EMOTIONS ESCALATE CONFLICT
EMOTIONS CAN BE CONSTRUCTIVE

CONFLICT STYLES

THOMAS-KILMANN INSTRUMENT

OVERVIEW OF CONFLICT STYLES



- Avoiding
- Accommodating
- Competing
- Collaborating
- Compromising

AVOIDING



Deliberately ignoring or withdrawing from a conflict situation.



Pros:



Useful when the issue is trivial.



Allows time to cool down.



Cons:



Issues may remain unresolved.



Can lead to increased tension over time.

ACCOMMODATING



Definition: Neglecting one's own concerns to satisfy the concerns of others.



Pros:



Preserves harmony.



Demonstrates selflessness.



Cons:



May lead to resentment.



Own needs and concerns may be overlooked.

COMPROMISING



Definition: Finding a middle ground where each party gives up something to reach an acceptable solution.



Pros:



Quick resolution of conflicts.



Fairness in outcomes.



Cons:



May result in suboptimal solutions.



Important values might be sacrificed.

COMPETING

- **Definition:** Pursuing one's own concerns at the expense of others.
- **Pros:**
 - Quick decision-making in emergencies.
 - Assertively defends important positions.
- **Cons:**
 - May strain relationships.
 - Can lead to resentment if overused.

COLLABORATING



Definition: Working together to find a win-win solution that satisfies all parties.



Pros:



Builds trust and mutual respect.



Leads to innovative solutions.



Cons:



Time-consuming.



Requires open communication and trust

CONFLICT STYLES WRAP UP

There's no right
or wrong
approach

Can use multiple
approaches in
one situation

Know your go to
style

Assess situations
and use the best
approach for the
situation

COMMUNICATION SKILLS FOR RESOLUTION



Communication can either be a bridge to understanding or a barrier.



Requires taking action to improve skills



Play an essential role in conflict and conflict resolution



Has the power to escalate or de-escalate

TIPS: COMMUNICATION SKILLS FOR CONFLICT RESOLUTION

01

Listen to
understand, Not
to Respond

02

Use "I"
statements
instead of "You"
accusations.

03

Focus on the
Issue, Not the
Person

04

Pause Before
Reacting

05

Watch Your
Body Language

Q & A



LEARN MORE ABOUT AACRC



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**PLEASE TAKE
A MOMENT
TO COMPLETE
OUR SURVEY**

Community Conflict: Service
Evaluation Survey

