



**stellar**  
leadership group

**Better leaders delivering better outcomes**

# Resolving Conflict

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## WHAT IS CONFLICT RESOLUTION?

Conflict resolution is the process of addressing disputes or disagreements between parties in a constructive manner. It involves identifying the underlying issues, communicating effectively, and finding mutually acceptable solutions.

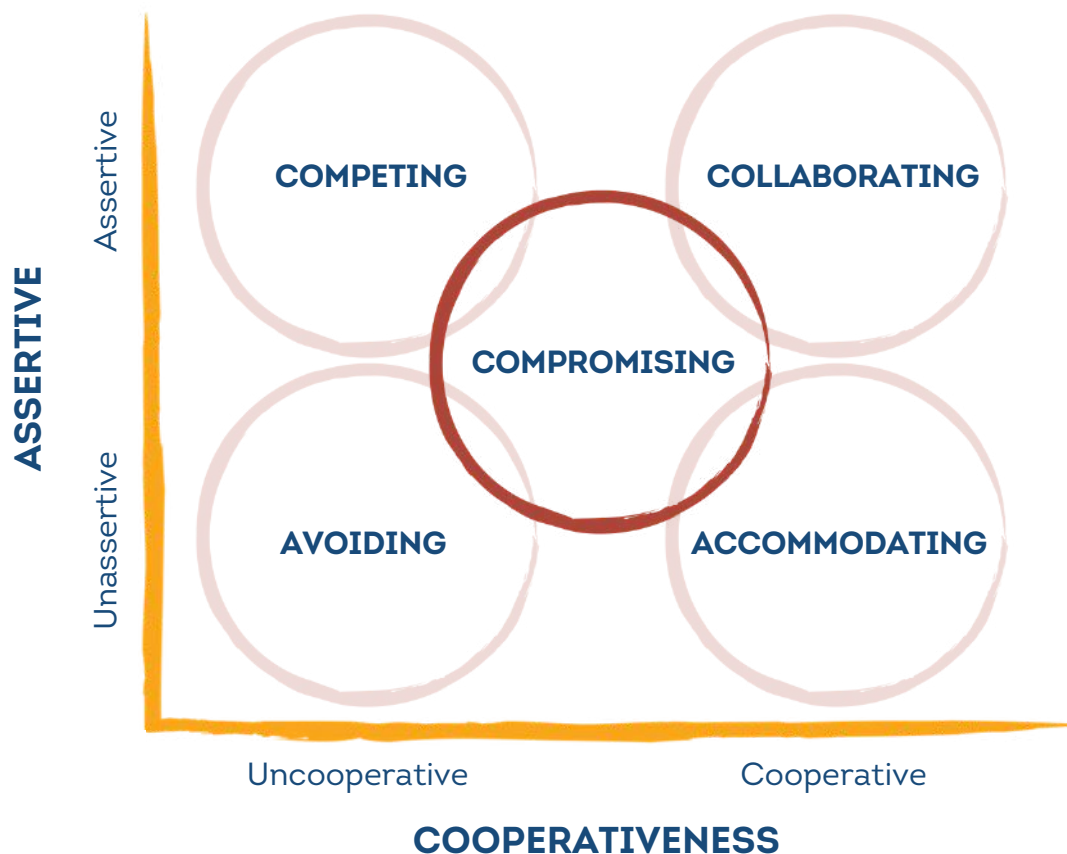


Whether it arises in personal relationships or in professional settings, conflict can escalate quickly, causing emotional distress, hindered progress, and strained relationships.

## CONFLICT RESOLUTION STYLES

Kenneth Thomas and Ralph Kilmann formulated five conflict resolution styles, including **avoiding**, **competing**, **compromising**, **accommodating**, and **collaborating**.

These styles are based on the premise that individuals navigate conflict by balancing their levels of assertiveness and cooperativeness.



# THE FIVE CONFLICT STYLES

While everyone has preferred methods for conflict resolution, most individuals utilise a combination of these styles in different situations. Understanding these styles is beneficial, especially when aiming to progress a group forward.

## Avoiding

Avoiding means ignoring the conflict altogether. This strategy is chosen when the discomfort of confrontation outweighs the potential reward of resolution. However, it can lead to unresolved issues and withheld ideas.

## Competing

Competing involves going into a conflict with the intention to win, and being assertive but not cooperative. This approach assumes a win-lose outcome and doesn't consider diverse perspectives, making it less effective for group problem-solving.

## Accommodating

Accommodating occurs when one party gives in to the wishes of another to preserve harmony. While cooperative, it can result in unresolved issues and dominance by assertive parties.

## Collaborating

Collaborating is when parties are both assertive and cooperative, seeking shared solutions. This approach allows for contributions from all parties, fostering mutual support and understanding.

## Compromising

Compromising involves partial assertiveness and cooperation, with each party giving up something to reach a middle ground. While perceived as fair, it may not fully satisfy everyone involved.

## IMPORTANCE OF THIRD-PARTY ASSISTANCE

Conflict resolution is a delicate process, often fraught with emotion and tension. While some conflicts can be resolved directly between the involved parties, there are instances where enlisting the help of a neutral third party becomes crucial.

Here's why:

### Impartiality

A third-party brings an unbiased perspective to the table, free from personal biases or emotional entanglements. This impartiality ensures fair treatment for all parties involved, creating an environment conducive to open dialogue and constructive problem-solving. By remaining neutral, the facilitator can help to focus on the issues at hand rather than becoming bogged down by personal grievances or past conflicts.

### Dialogue

In emotionally charged situations, communication breakdowns are common, leading to misunderstandings and escalation. A neutral person can facilitate dialogue, ensuring each party feels heard and understood.

### Expertise

Trained facilitators possess expertise in negotiation, problem-solving, and conflict management. They navigate complex interpersonal dynamics, guiding parties towards mutually satisfying resolutions.

### Preservation

Conflicts strain relationships, whether among individuals, within teams, or between business partners. Third-party intervention fosters understanding, preserving vital bonds and facilitating future possibilities for continuing professional relationships by promoting understanding and cooperation.

# OUR APPROACH TO CONFLICT RESOLUTION

At Stellar Leadership Group, we specialise in facilitating constructive dialogue and finding practical solutions to conflicts of various scales and complexities.

Here's how we do it:

## Assessment

We begin by understanding the nature and scope of the conflict, identifying the underlying issues, and assessing the readiness of the parties to engage in resolution efforts.

## Neutral facilitation

Our trained facilitators act as impartial coaches and advisers, guiding the parties through structured discussions aimed at exploring interests, clarifying misunderstandings, and generating options for resolution.

## Problem-solving

We encourage a collaborative approach, where parties work together to brainstorm creative solutions that address their core concerns and interests.

## Follow-up

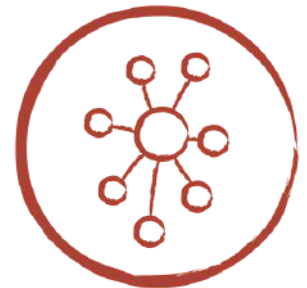
Once an agreement is reached, we help draft a formalised agreement outlining the terms and commitments of all parties involved. We also provide follow-up support to ensure that the agreement is implemented effectively and any lingering issues are addressed.

Conflict can be a valuable part of human interaction, it doesn't have to be destructive. With the help of skilled facilitators and a commitment to open communication and collaboration, conflicts can be transformed into opportunities for growth, understanding, and stronger relationships.

# Our Specialisms

## COACHING TEAMS

Using the STELLAR MODEL® to diagnose the health and maturity of your team. From that baseline, you'll test new ways of working, tools, and techniques you can implement straight away to improve your processes and relationships. Our aim is for you to notice, name, and act on our interventions to improve. We run workshops, away days, retreats, supporting strategic thinking and accountable implementation underpinned by productive team relationships.



*You kept us accountable, helped us to connect and gave us a pathway forward and a way to navigate. It was the first time the team actually stopped and listened to each other.*

## COACHING LEADERS

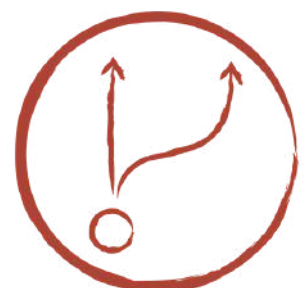
Coaching individual leaders face to face, over the phone, or on any virtual platform. We have several highly qualified and experienced coaches and coach supervisors, and we also use our experience to mentor leaders through change and turbulence.



*I really enjoyed the sessions and went home exhausted and challenged after each one. It's been very thought provoking and has created some space for me to reflect on what is important to me, what I'm aligned to and where I'm really looking to be.*

## DELIVERING OUTCOMES

We support boards and senior teams to plan for the future, enabling accountable delivery of strategic goals. We run strategic planning workshops, and support organisations to design and implement delivery goals by enabling delegation, expectation setting, and accountability across the organisation.



*"When renewing our 5-year plan, Stellar Leadership Group were critical in not limiting our thinking to historical practice."*

## DEVELOPING LEADERS

We run a range of leadership programs and stand-alone master classes in leadership topics for all levels in organisations. We have a specific program of events for female leaders under our FLAG program (Female Leadership & Growth).

*Huge thanks to you for helping us mature as an organisation with a designed leadership development program, it has been an excellent development initiative and we will see the benefits in the future.*



## RESOLVING CONFLICT

We have lots of experience in helping co-workers resolve conflict. Whether it is interpersonal, professional or issues-based problems, our simple and effective method, based on well-evidenced and researched theories has a very high sustainable success rate.

*"The team come in and help you talk, and really listen to each other, then find ways to communicate well as professionals."*



### Why work with us?

We are a bit different. We help you see the problems and the solutions AND we get stuff done and make sure it works before we leave. We understand that you know what needs to be done, we help you get it done, and share our skills.

We want you to be able to sustain what we put in place, and we put effort into transfer skills as we work, making your investment sustainable for the future.

[Click HERE to find out more about our work and our future events and publications](#)



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