

DEALING WITH CONFLICT

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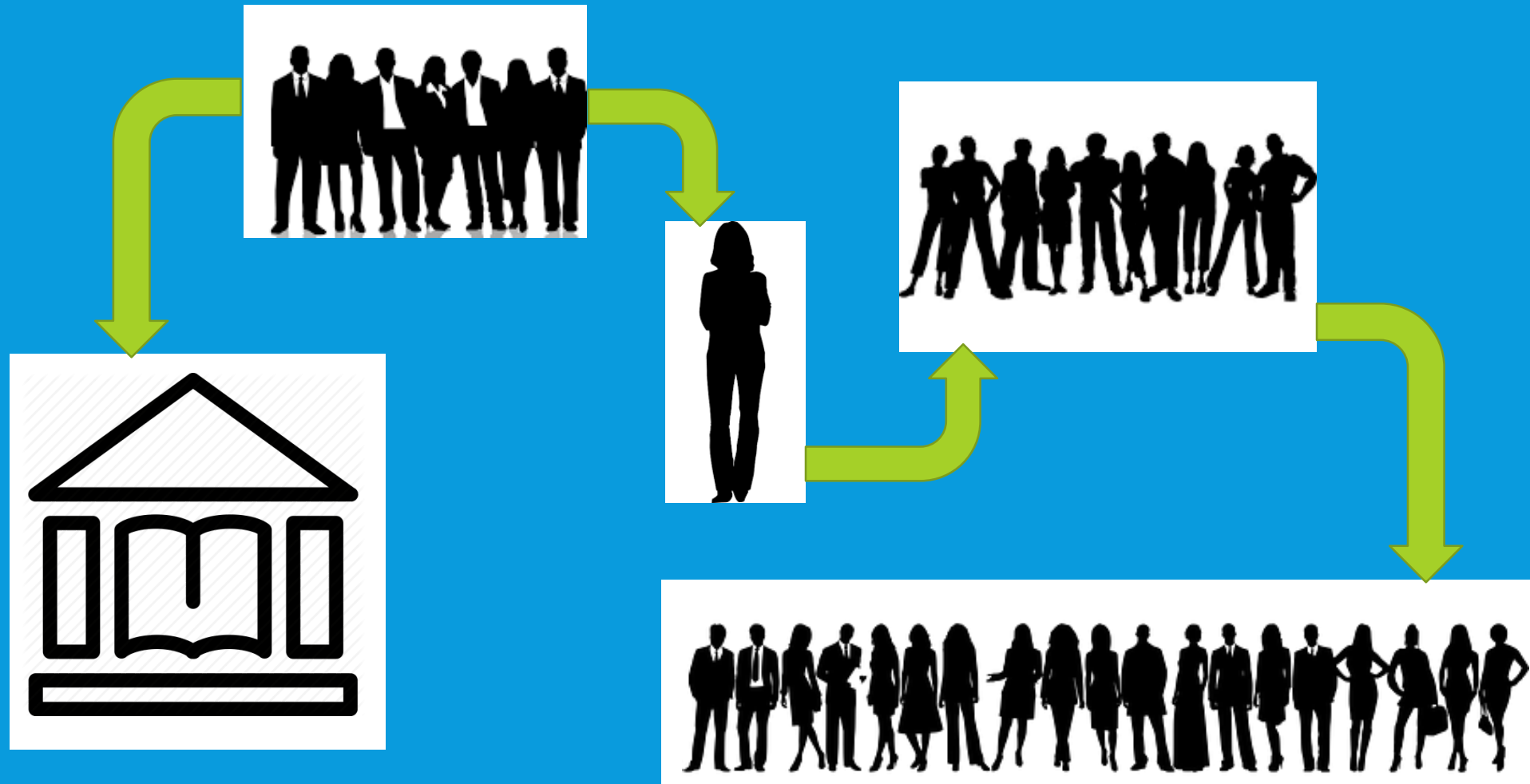
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AGENDA

- Dynamics of the Library Team
- Differences between Good and Bad conflict
- Types of conflict
- Ways to defuse and move past conflict



WORK DYNAMICS OF THE LIBRARY TEAM



CONFLICT - GOOD OR BAD

BAD CONFLICT

- Avoidance
- Self-protection
- Complaining Rather Than Managing Conflict
- Acceptance
- Discipline



GOOD CONFLICT

- Agree to learn from conflict
- Be creative
- Be flexible
- Be responsive
- Encourage idea sharing
- Look for win-win situations
- Listen



UNDERSTANDING CONFLICT

TYPES OF CONFLICTS

- Internal
- Interpersonal
- Behavioral
- Situational
- Perspective
- Communication



TYPES OF CONFLICTS

Internal



Interpersonal



TYPES OF CONFLICTS

Behavioral

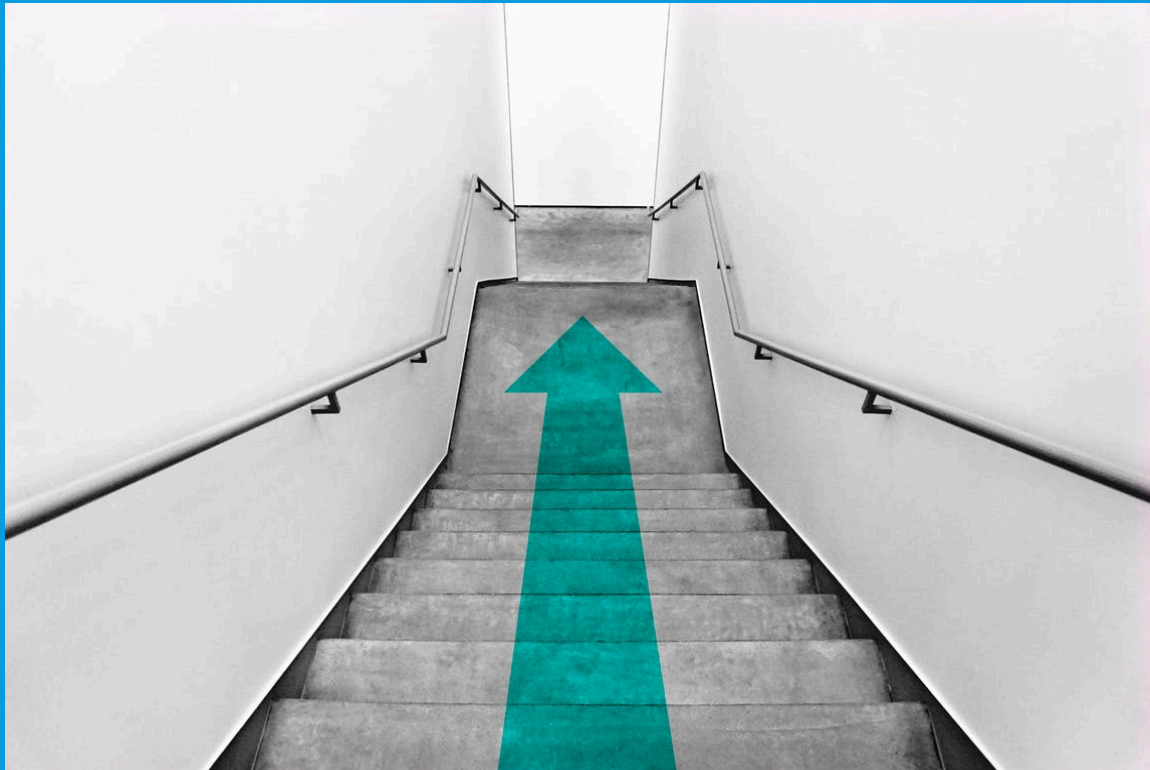


Situational



TYPES OF CONFLICTS

Perspective



Communication



DEFUSING CONFLICT

And moving beyond

REFRAMING CONFLICTS



CONSEQUENCE OF CONFLICT



RESOLING CONFLICT BY LISTENING

L – Listen

Don't talk. Unhappy people need to be heard before you can help

A – Apologize

Don't excuse or admit guilt, but sincerely apologize for the misunderstanding

S – Solve the problem

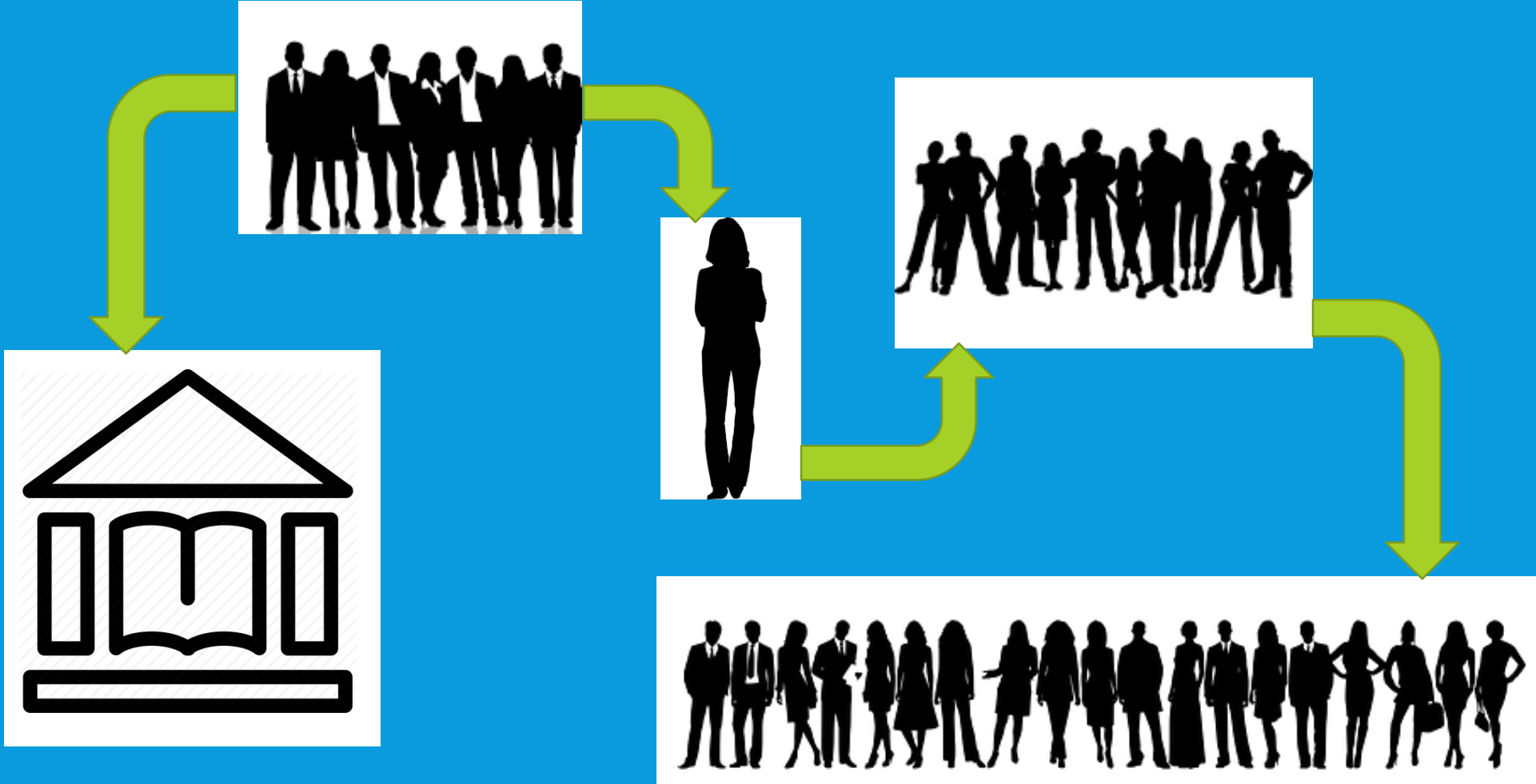
Provide an immediate response. Work together with the person to find a solution

T – Thanks

Sincerely thank the person for this opportunity, for their patience, for allowing you to serve them better

IN CONCLUSION ...

IMPORTANT REMINDER



TIPS FOR TRANSFORMING CONFLICT

1. Conflicts are a natural part of life
2. Treat conflict as an opportunity
3. Be aware of your initial reaction to conflict
4. Choose your approach



TIPS FOR TRANSFORMING CONFLICT

5. Listen and learn
6. Discover what's important
7. Respect each other
8. Be creative



QUESTIONS?

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