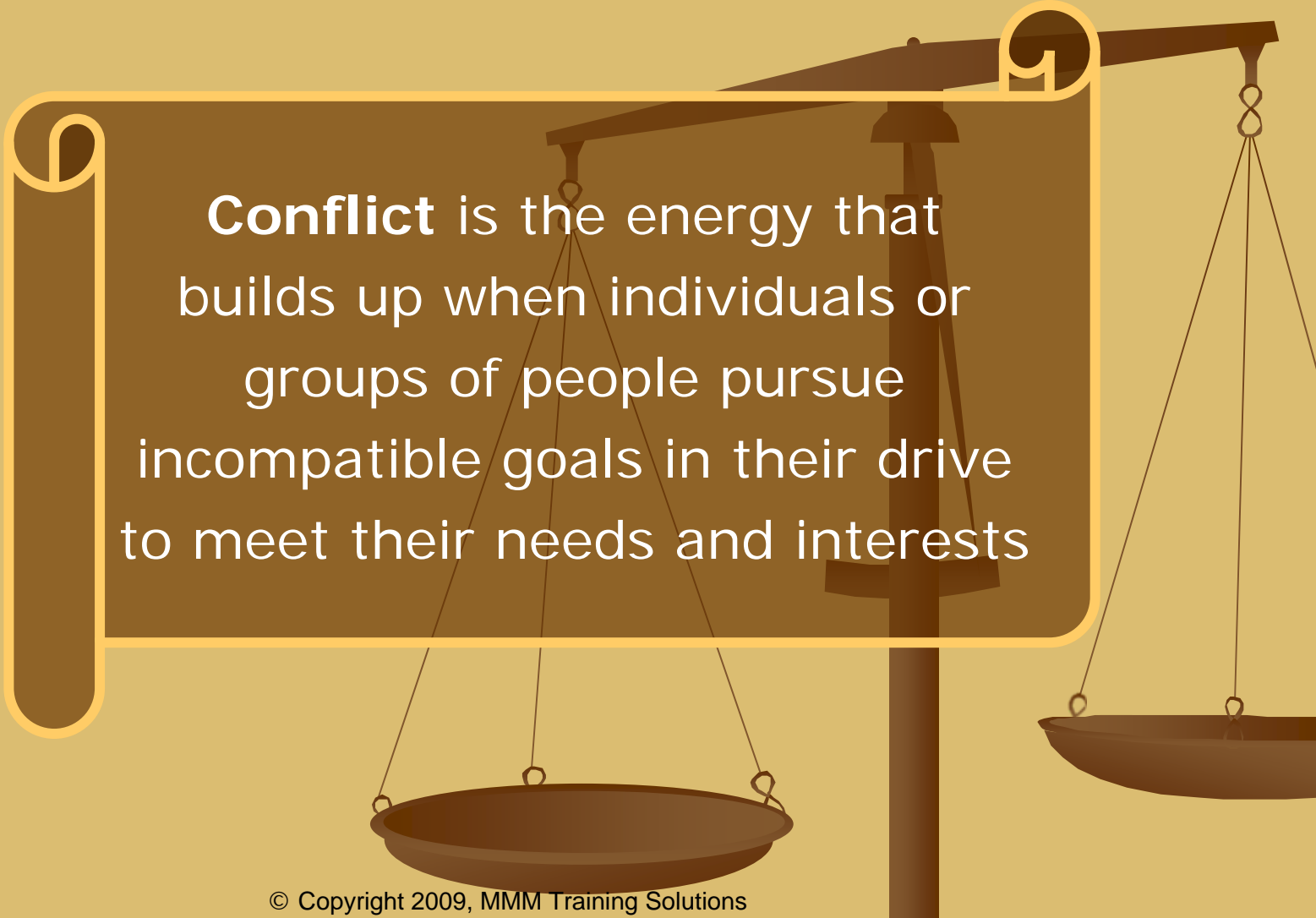


# Conflict Resolution Skills



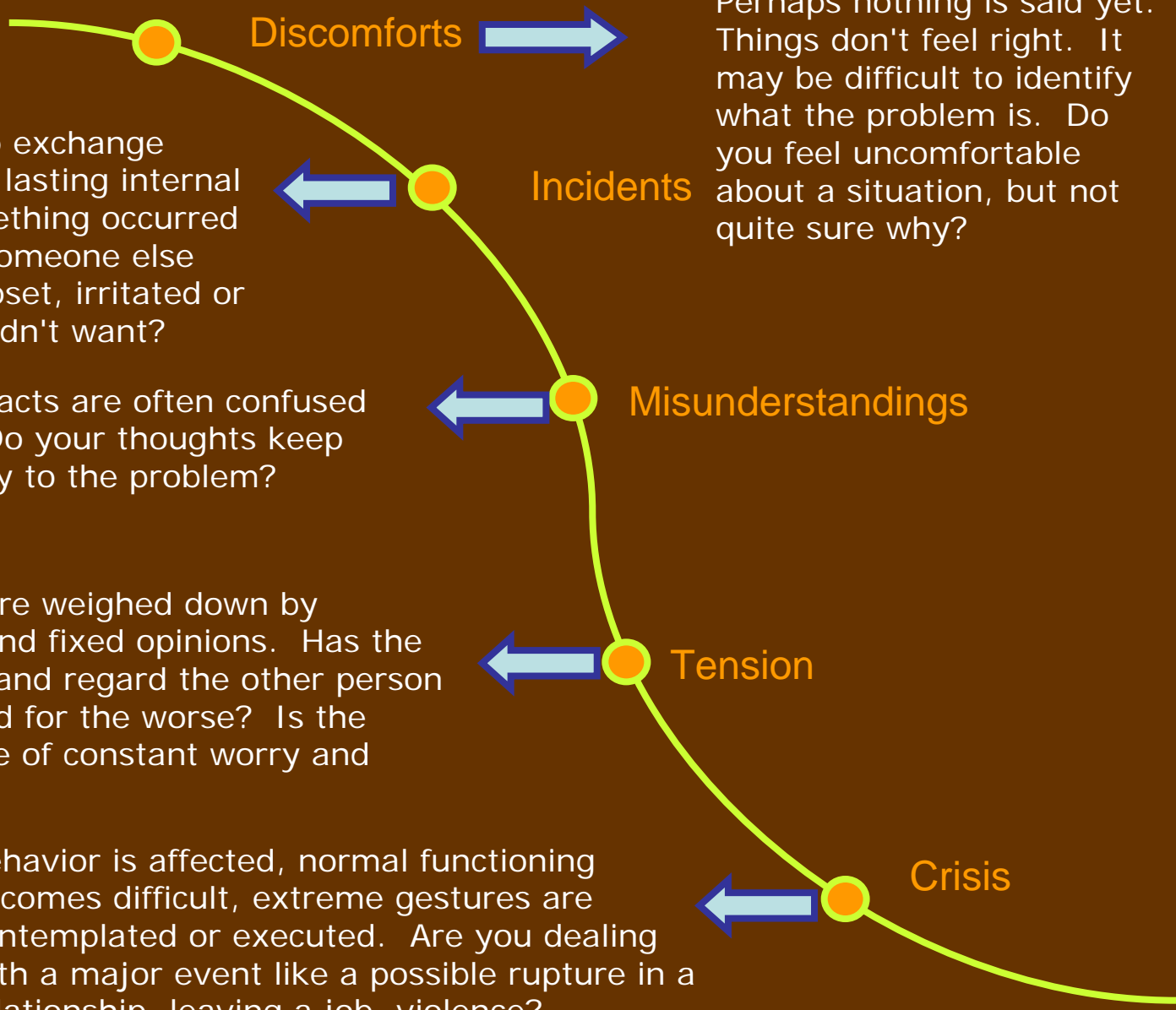
# Conflict - Definition



**Conflict** is the energy that builds up when individuals or groups of people pursue incompatible goals in their drive to meet their needs and interests

# Levels of Conflict





**Discomforts**

Here a short, sharp exchange occurs without any lasting internal reaction. Has something occurred between you and someone else that has left you upset, irritated or with a result you didn't want?

Perhaps nothing is said yet. Things don't feel right. It may be difficult to identify what the problem is. Do you feel uncomfortable about a situation, but not quite sure why?

**Incidents**

Here motives and facts are often confused or misperceived. Do your thoughts keep returning frequently to the problem?

**Misunderstandings**

Here relationships are weighed down by negative attitudes and fixed opinions. Has the way you feel about and regard the other person significantly changed for the worse? Is the relationship a source of constant worry and concern?

**Tension**

Behavior is affected, normal functioning becomes difficult, extreme gestures are contemplated or executed. Are you dealing with a major event like a possible rupture in a relationship, leaving a job, violence?

**Crisis**



# Win-Win Approach



# THE WIN/ WIN APPROACH

- Identify attitude shifts to respect all parties' needs

*"I want what's fair for all of us"*

- A win/win approach rests on strategies involving:
  - Understanding underlying needs
  - Having awareness of individual differences
  - Being flexible in changing your stance bases on critical information that is shared
  - Focusing on the problem and the people

# Persuasion



The art of persuasion is the art of finding the best available means of moving a specific audience in a specific situation to a specific decision



# Principles for Powerful Persuasion

## 1. Melt Resistance

## 2. Mold Opinions

- Know your audience well
- Make your argument clear
- Present personally & professionally

## 3. Harden & Ignite!

- Believe in your cause
- Summarize & make a specific request

# Assertiveness



# Assertiveness

- Assertiveness is the way of behavior that makes sure that you get the attention and respect that you deserve from other people
- **Rules of Assertiveness:**
  - Rule 1: Always negotiate on terms that are equal
  - Rule 2: Be honest
  - Rule 3: Make sure that you do not compromise on the core issues

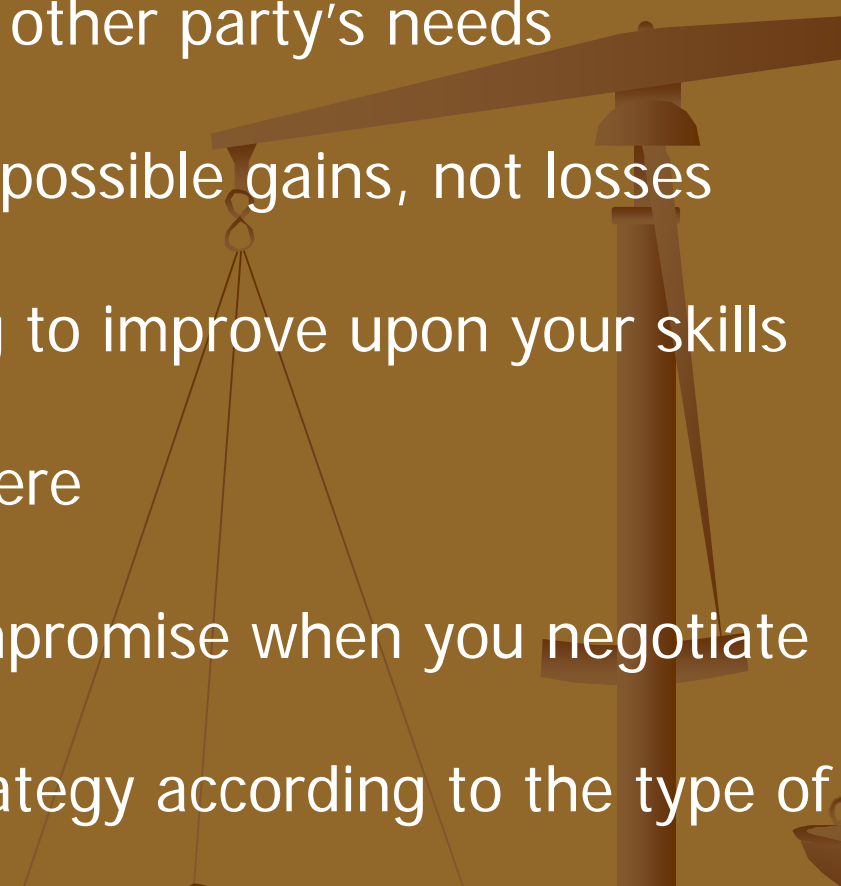
# Negotiating Skills



# Negotiation

- What is Negotiation ?
  - Negotiation occurs when someone else has what you want and you are prepared to bargain for it
  - Different negotiation requires different skills and displays certain characteristics
  - It may be formal or informal, ongoing or a one-off, depending on who is negotiating, for what and the individual point of view

# The Skills of Negotiation

1. Learn to “read” the other party’s needs
  2. Start by visualizing possible gains, not losses
  3. Practice negotiating to improve upon your skills
  4. Be flexible and sincere
  5. Be prepared to compromise when you negotiate
  6. Determine your strategy according to the type of negotiation
- 

# Contact Information

## MMM TRAINING SOLUTIONS

59/29, College Road,  
Nungambakkam, Chennai – 600006.

Landline: +91-44-42317735

Website: [www.mmmts.com](http://www.mmmts.com)

**Pramila Mathew** - CEO and Executive Coach

**Mobile:** +91-9840988449; **E-mail:** [pramila.mathew@mmmts.com](mailto:pramila.mathew@mmmts.com)

**Vikas Vinayachandran** – Manager & Training Consultant

**Mobile:** +91-9840932894; **E-mail:** [Vikas@mmmts.com](mailto:Vikas@mmmts.com)