



# From Clash to Clarity: Conflict Resolution for Leaders

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# What We Will Cover in This Session ...



- ▶ [What] is conflict
- ▶ [Why] should we have a plan to deal with it effectively?
- ▶ [How] can we best deal with conflict to achieve a positive outcome?
- ▶ [What about] creative problem solving?

→ *Tips and Actionable Ideas that Build Stronger Teams*



## **Conflict:** noun

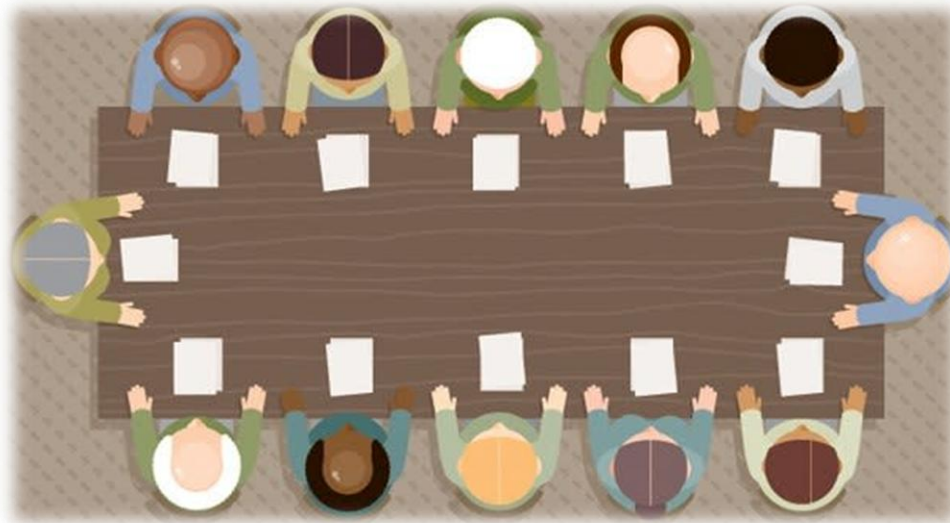
- ▶ a fight, battle, or struggle, especially a prolonged struggle; strife.
- ▶ controversy; quarrel:
- ▶ conflicts between parties.
- ▶ discord of action, feeling, or effect; antagonism or **opposition, as of interests or principles: *a conflict of ideas.***
- ▶ a striking together; collision.
- ▶ incompatibility or interference, as of one idea, desire, event, or activity with another: *a conflict in the schedule.*
- ▶ *Psychiatry.* a mental struggle arising from opposing demands or impulses.

# [perceptions and views]



# Activity Time!

*Conflict. How do you see it?*

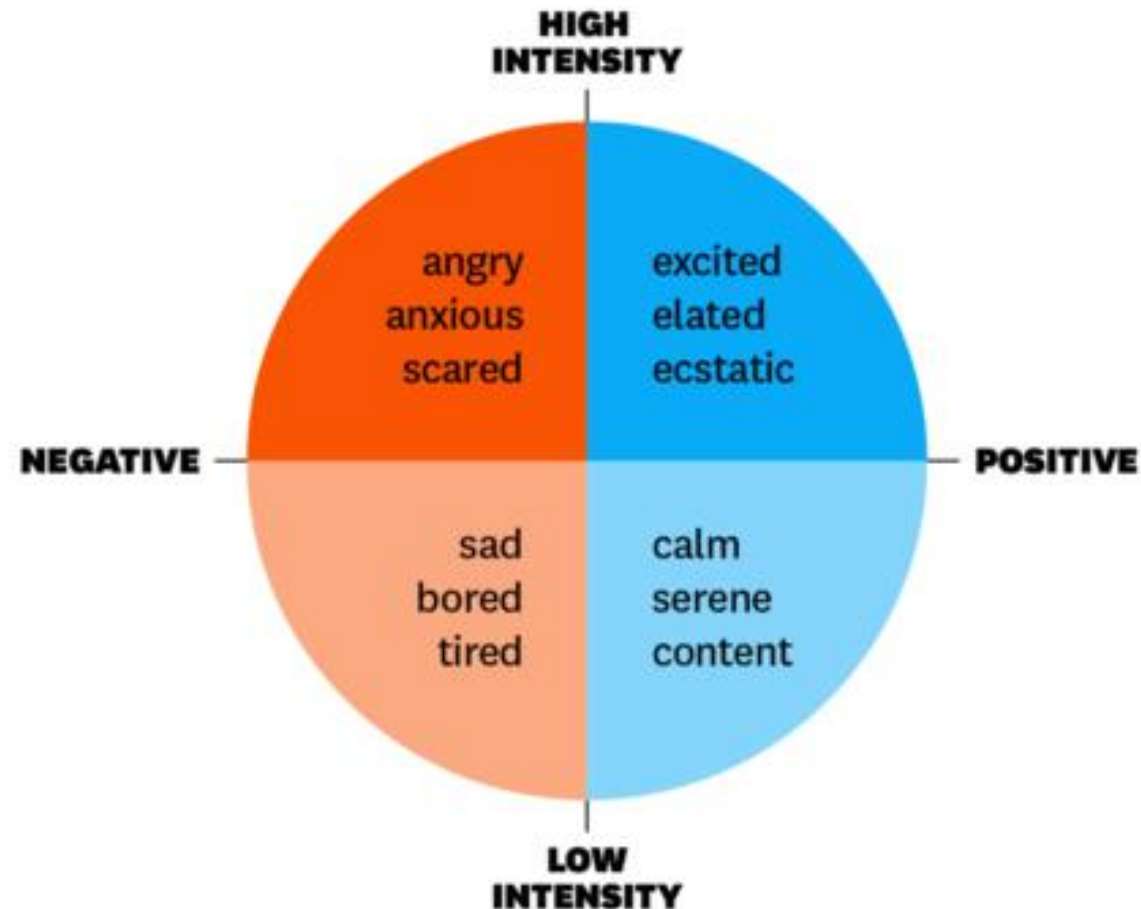


# High emotions can be a signal that you are experiencing conflict.



# How Intense Are Your Emotions?

## Mapping Positive and Negative Emotions According to Intensity



# Why? The roots of Conflict.

- **Interpersonal** - human relationships (who I'm working with)
- **Task** - work content & goals (what we should work on)
- **Process** - how the work or task is carried out





# Choices:

## How should I deal with conflict?

Compete

Avoid

Collaborate

Yield

Compromise



# Tip One

## Self-Check:

Take a time-out, identify your emotions, assumptions



## Tip Two

### Investigate & Listen:

Gather as much information about the “other side” as possible.



## Tip Three



### **Avoid Insults:**

Zip it. Bite your tongue and don't escalate by insulting the other person.

## Tip Four

**Don't Worry. [Be Happy]**  
Or at least, redirect to the  
positive.  
Be optimistic.



## Tip Five

Weigh your options,  
keep learning, and  
be flexible





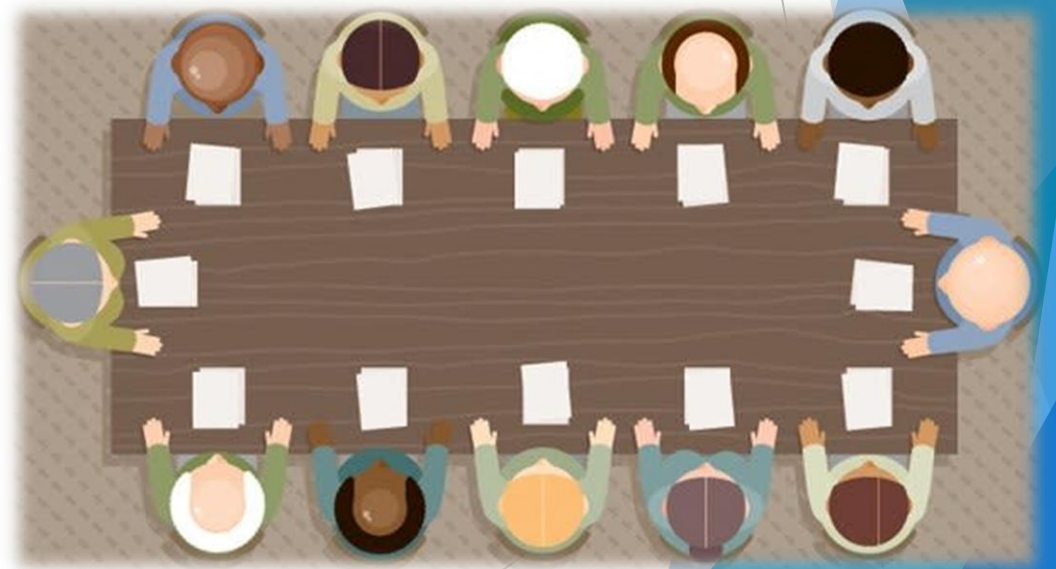
## Tip Six

# Protect Your Sanity.



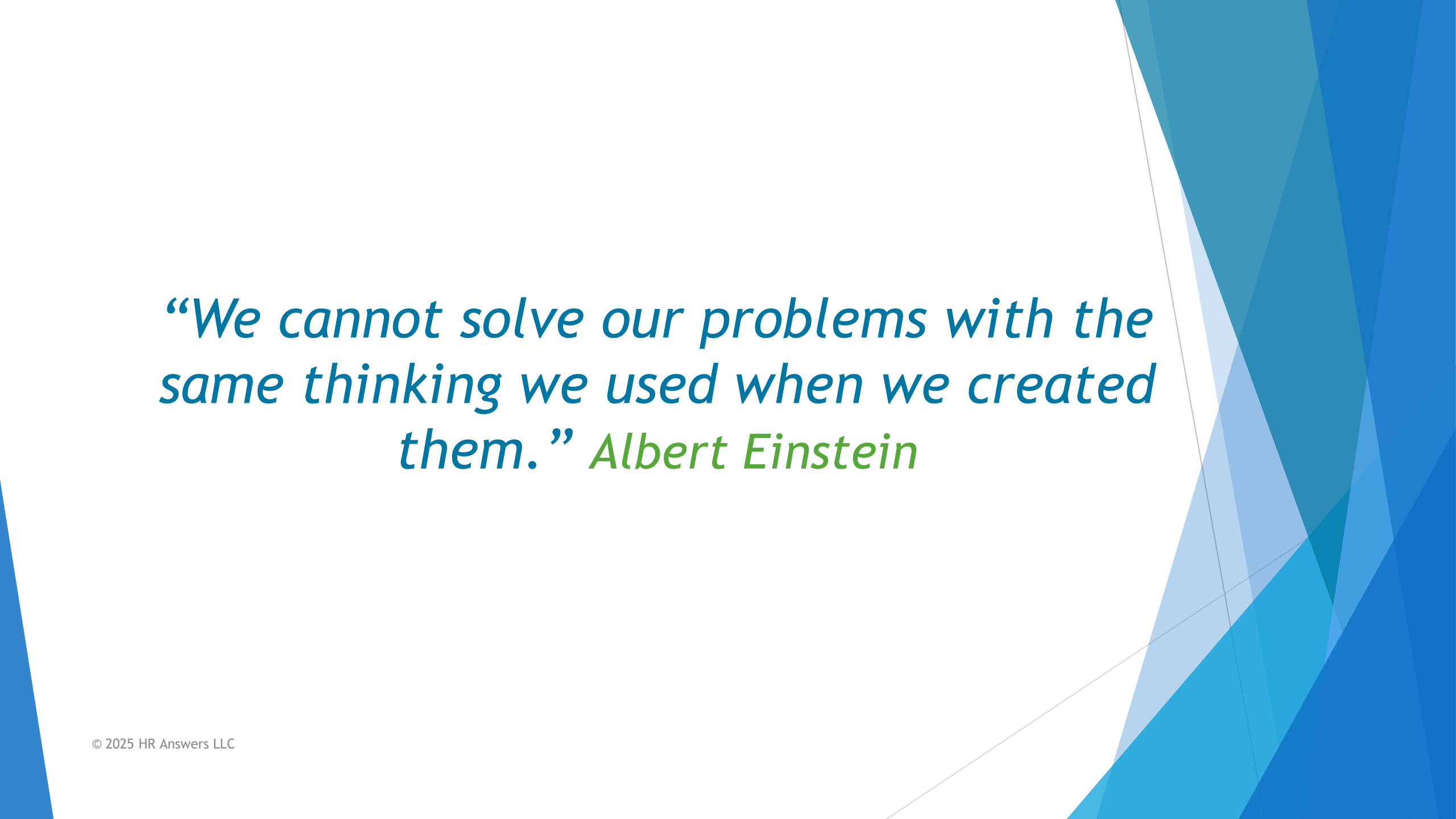
# Round Table Time:

*What is your Top Tip for dealing with conflict and disagreement at work?*





# *Making Tough Decisions & ▶ Problem-Solving*

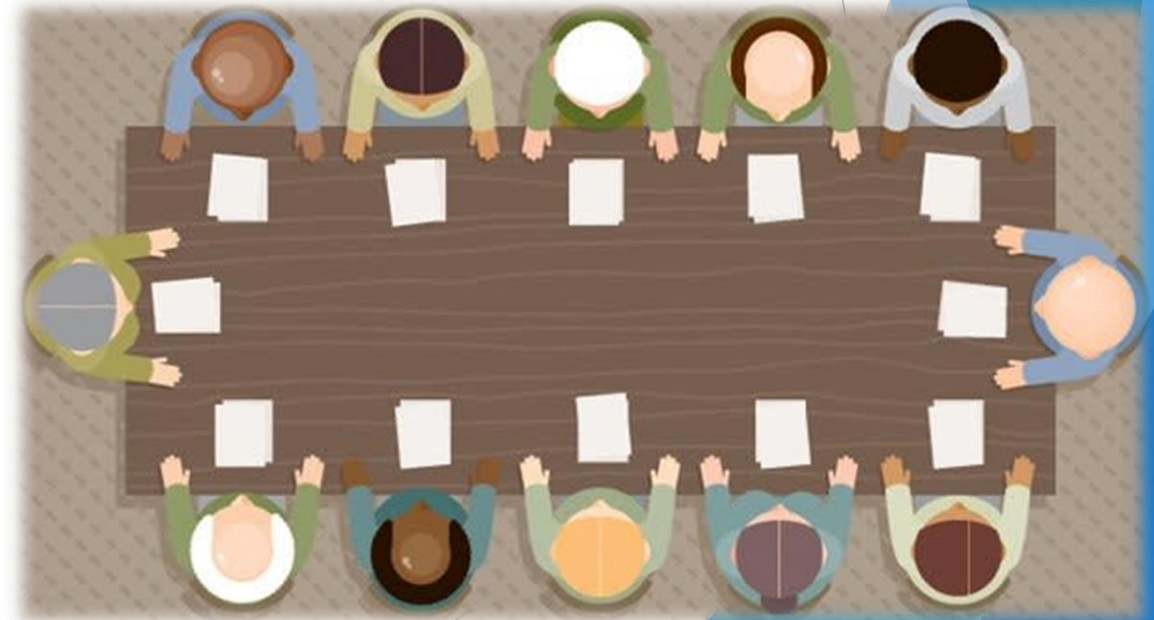
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*“We cannot solve our problems with the same thinking we used when we created them.” **Albert Einstein***

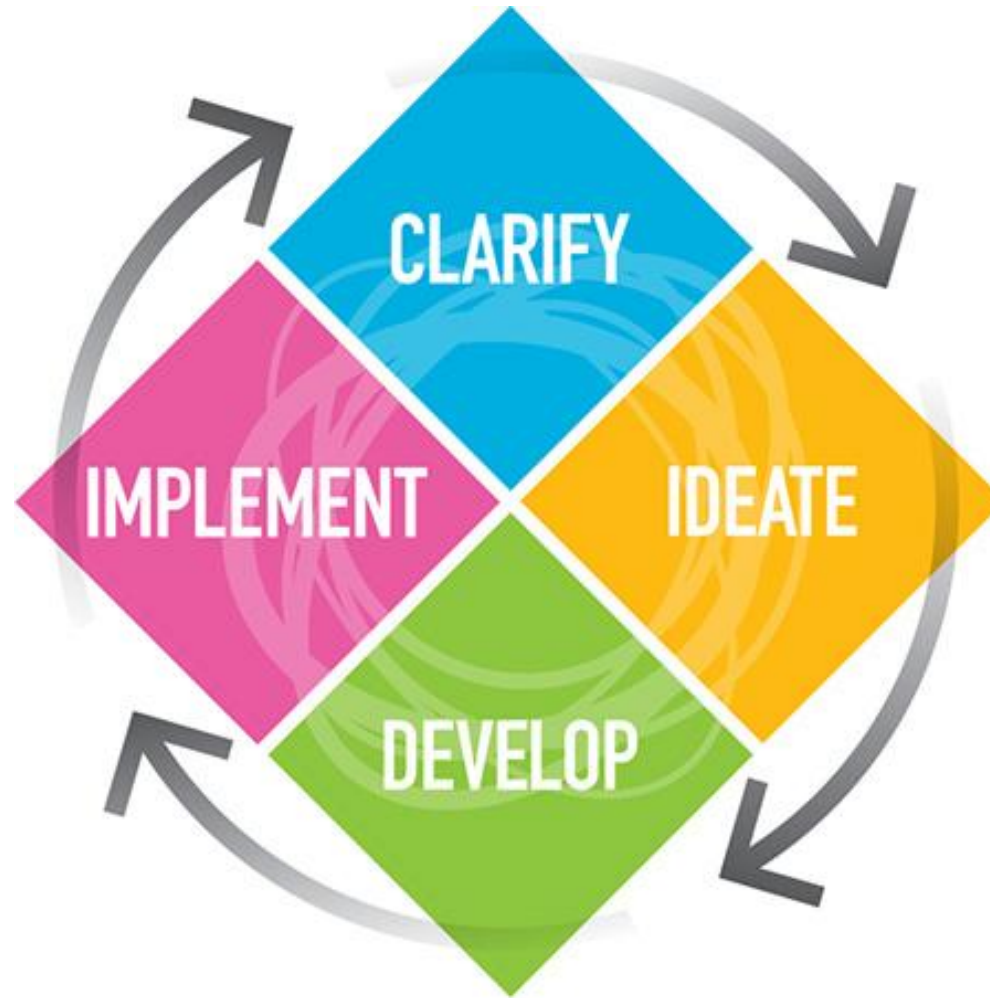
# Round Table Time:

*What is the most complex problem that you've helped solve at work?*

*How did you do it?*



# Creative Problem Solving is a Process!



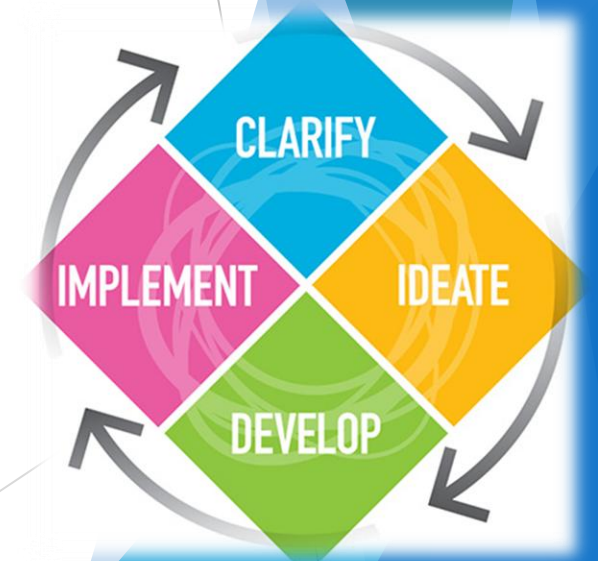
# Creative Problem Solving is a Process!

**CLARIFY:** Identify your goal or challenge; describe it in detail

**IDEATE:** Explore ideas, research and gather information from a variety of sources to help you answer your question; meet your goal or challenge.

**DEVELOP:** Formulate at least 3 possible solutions. Evaluate them and get specific to really analyze and select the option that is best for YOU.

**IMPLEMENT** (and **ADJUST**): Take some action. Break your chosen solution in to actionable steps and get to work! Adjust course if needed.



## In Summary...

- Conflict should be productive; functional.
- We should all strive to do better!
- We can build connection and strengthen relationships through effective conflict resolution.
- Be clear, tactful and kind.



# Resources & Recommendations

- ▶ *STOP Collaborate and Listen*, by Tina Marie Wohlfield
- ▶ *Crucial Conversations*, by Steven R. Covey
- ▶ *Organizational Behavior*, Stephen P. Robbins
- ▶ *The Speed of Trust*, Steven R. Covey
- ▶ SHRM Conflict Resolution Online Tool Kit, 2017

# Let's Keep this Conversation Going!

## ► *Your Facilitator:*

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