CONFLICT MANAGEMENT

ACTE LEADERSHIP WEBINAR
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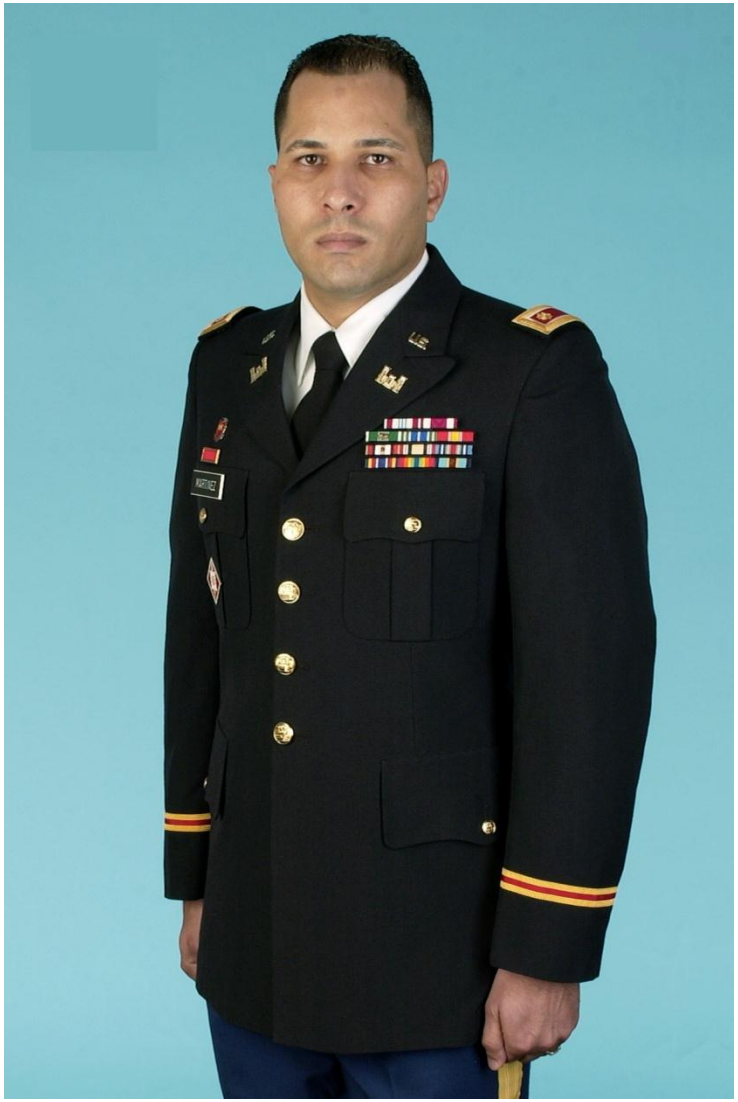

MAJ Luis D. Martinez was born and raised in Cabo Rojo, Puerto Rico. He enlisted in the U.S. Army PR National Guard in January 1996 and attended the Military Police One Station Unit Training (OSUT) at Fort McClellan, Alabama. MAJ Martinez graduated from the Interamerican University of PR with a Bachelor's Degree in Management Information Systems (MIS) and was commissioned as 2LT in the Engineer Corps in January 2001 via the Reserve Officers Training Corps (ROTC). He is also a graduate from the Engineer Officer Basic Course and Engineer Officer Advanced Course.

MAJ Martinez' assignments include Support Platoon Leader and Multi-Role Bridge Platoon Leader, 814th Multi-Role Bridge Company (MRBC), Fort Polk, LA; Company Executive Officer, Headquarters Support Company (HSC), 46th Engineer Battalion, Fort Polk, LA where he also deployed to Iraq in support of Operation Iraqi Freedom I (OIF I); Battalion Intelligence Officer, 46th Engineer Battalion, Fort Polk, LA; Assistant Brigade Operations Officer and Battle Captain, 18th Engineer Brigade, Heidelberg, Germany where he also deployed to Afghanistan in support of Operation Enduring Freedom (OEF); Assistant Brigade Operations Officer, 171st Infantry Brigade, Fort Jackson, SC; Company Commander, Headquarters and Headquarters Company (HHC), 4-10th Infantry Regiment, Fort Jackson, SC; Combat Advisor/Transition Team Member as Senior Engineer Advisor to the Headquarters, Iraqi Federal Police, Baghdad, Iraq in support of Operation New Dawn (OND). MAJ Martinez currently serves as the Battalion Executive Officer for the U.S. Army Miami Recruiting Battalion.

MAJ Martinez' awards and decorations include the Defense Meritorious Service Medal, the Meritorious Service Medal (2nd Award), the Army Commendation Medal (3rd Award), the Army Achievement Medal, the National Defense Service Medal, the Afghanistan Campaign Medal, the Iraq Campaign Medal, the Global War on Terrorism Expeditionary Medal, the Global War on Terrorism Service Medal, the Army Service Ribbon, the Overseas Service Ribbon and the Army Meritorious Unit Commendation.

MAJ Martinez is married to the former Jessica Rivera from Camuy, PR and they both have one daughter, Dariela.

Agenda

- Conflict
- Negative Connotations
- Levels of Conflict
- Sources of Conflict
- Positive & Negative Factors
- Methods for Managing Conflict
- Healthy & Unhealthy Ways of Managing and Resolving Conflict
- Techniques for Conflict Resolution in the Workplace
- Summary
- Q&A Session
- Closing Remarks

Conflict

- Conflicts occurs whenever there is no internal harmony within a person, or whenever there is a disagreement or a dispute between individuals
- Different people will have different points of view, ideas and opinions
- Conflict is inevitable in any group that is together for any length of time
- Conflict can have constructive or destructive consequences
- It is important to know strategies for positive or constructive resolution

Negative Connotations

- Getting angry is a waste of time
- They won’t understand me
- I’m afraid of the consequences
- Confrontation is unprofessional
- They will only counter my argument

Levels of Conflict

- Level I - Intrapersonal conflict, takes place within an individual
- Level II - Interpersonal conflict, takes place between individuals
- Level III - Intra-group conflict, takes place between groups in the same organization or command

Sources of Conflict

- Different values and beliefs
- Personality clash or conflict
- Diverse goals or objectives
- Disagreement on how things should be done
- Perception differences
- Tension and stress
- Competition for limited resources
- Power and influence
- Race, ethnicity, or gender differences

Positive & Negative Factors

- Negative factors of conflict:
  - being closed minded
  - no compromise
  - having his or her own way
  - someone will win and someone will lose
- Positive factors of conflict:
  - opportunity to explore and resolve differences
  - avoid negative factors cited above
  - work towards a win-win situation

Methods for Managing Conflict

- Denial or Avoidance
- Suppression
- Power or dominance
- 3RD Party intervention
- Compromise or Negotiation
- Integration or Collaboration

Healthy & Unhealthy Ways of Managing and Resolving Conflict

Unhealthy responses to conflict:	Healthy responses to conflict
An inability to recognize and respond to the things that matter to the other person	The capacity to recognize and respond to the things that matter to the other person
Explosive, angry, hurtful, and resentful reactions	Calm, non-defensive, and respectful reactions
The withdrawal of love, resulting in rejection, isolation, shaming, and fear of abandonment	A readiness to forgive and forget, and to move past the conflict without holding resentments or anger
An inability to compromise or see the other person's side	The ability to seek compromise and avoid punishing
The fear and avoidance of conflict; the expectation of bad outcomes	A belief that facing conflict head on is the best thing for both sides

Techniques for Conflict Resolution in the Workplace

- Listen, Then Speak Out
- Gather the Group
- Be Impartial
- Do Not Postpone Conflict Resolution
- Promote Teamwork
- Broadcast Praise

Summary

- Defined levels of conflict and describe sources of conflict
- Explained the positive and negative factors of conflict
- Described methods and techniques for managing conflict

Q&A Session

Closing Remarks