

When Conflict Arises...

The Challenge

- ***Do you encounter passive-aggressive behaviour in the workplace?***
- ***Is your organization's performance suffering because staff aren't getting along?***
- ***Do you encounter clients/customers or suppliers who are confrontational?***

Engaging in conflict is a fact of life – how we engage is our decision!

Understanding your Approach to Conflict

Much of our early learning emphasizes “getting along,” “not being disruptive,” “being respectful,” etc.—all good advice. But it can also encourage us to avoid conflict and difficult conversations, to not speak up when we know we should. Instead we “contain ourselves.” When this happens we don't achieve our full potential and our organizations are denied our full contribution.

Conflict can arise from a clash of many variables – values, perspectives, and opinions. But it is also through the interaction of these same values that we unleash some of our best creativity and understanding. Often conflict arises from our clumsy forms of communication and sometimes because we don't take the time to recognize when our needs may overlap with those of others. Without differences of opinion we have little chance of progress.

In fact conflict isn't something we should avoid or be frightened of – but that doesn't mean we should be

rude or discourteous. How we engage in conflict and how we understand our role and contribution to conflictual situations is what is important.

What the Shoop Group Does

The Shoop Group tailors workshops to your organization's needs, in the areas of conflict engagement, mediation and interpersonal communications. We provide assessments of your and your staff's capacity for engaging in conflict in a productive manner.

We help you understand and move through a live conflict, as well as provide you with individual coaching on how to engage productively in conflict.

We can also help you implement effective policy and procedures related to bullying and harassment, as now required by BC legislation.

How You Will Benefit with the Shoop Group

- raise awareness of conflict – its drivers, styles and patterns
- educate you on how to engage in conflict in a productive manner
- create a set of tools and process for engaging in conflict in a more productive manner
- develop an understanding of what you as an individual can do to resolve a conflict
- evolve a more conflict competent organization.