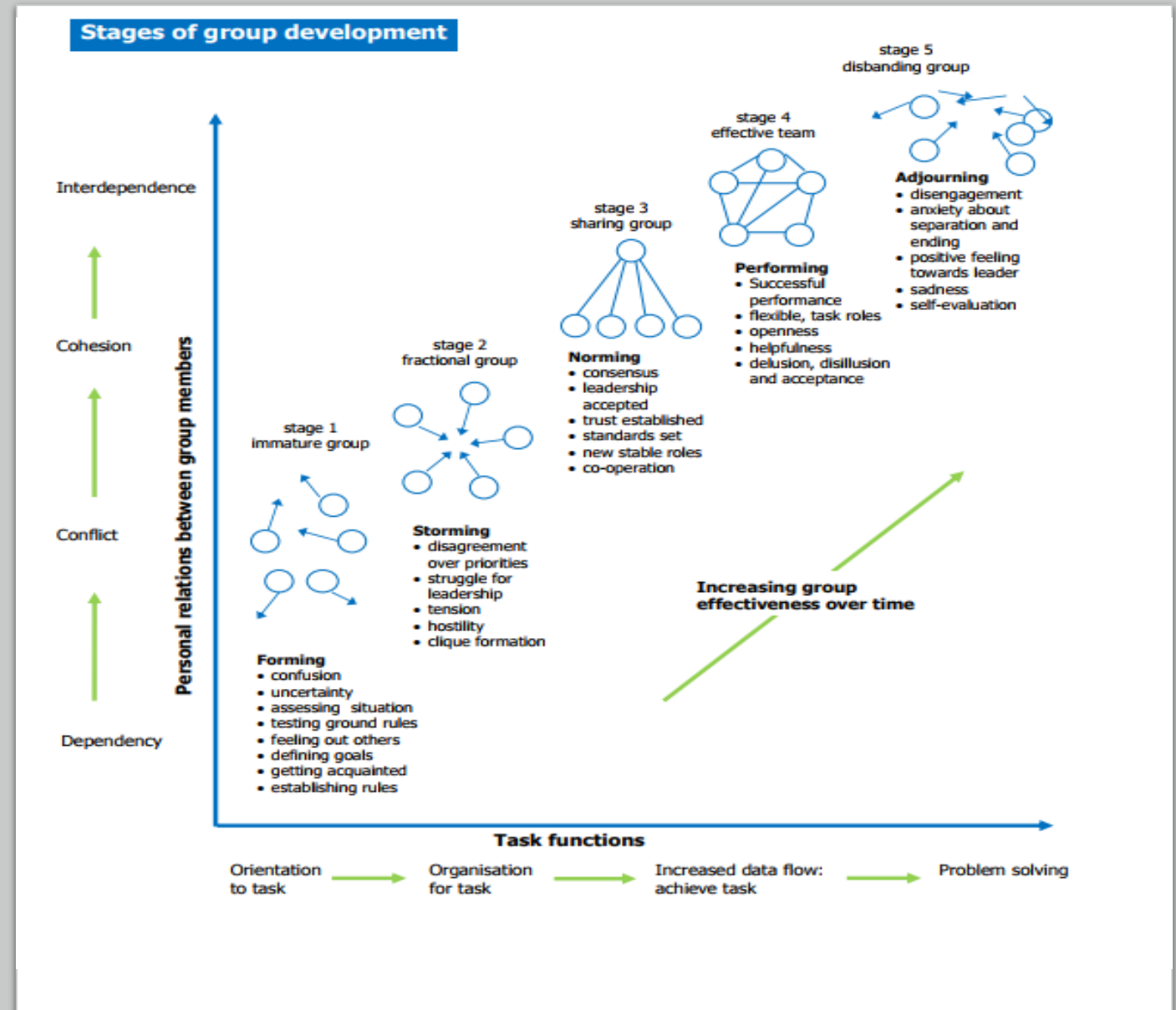Team Management And Conflict Resolution

Team Management

- Group Development is a crucial aspect of team management and is essential for every aspect of our personal and professional life. Understanding the theoretical models that describe this concept is as important as applying them to real life situations.

- Building an effective team is necessary for creating an appropriate organizational environment. Most experts in team development agree that teams go through five different stages, but how fast a team moves through each stage will depend on the team members, their individual skills, the work they are expected to do, and the type of leadership available to the team.

Bruce Tuckman

Tuckman's Stages of Group Development

- **The concept of Forming, Storming, Norming, Performing, and Adjourning (FSNPA) describes the four stages of psychological development a team goes through as they work on a project.** Teams move through each stage as they overcome challenges, learn to work together and eventually focus on accomplishing a shared goal.

- Tuckman's model explains that as the team develops maturity and ability, relationships establish, and leadership style changes to a more collaborative or shared leadership.

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As Tuckman knew these inevitable phases were critical to team growth and development, he hypothesized that along with these factors that interpersonal relationships and task activity would enhance the five-stage model that is
• needed to successfully navigate and create an effective group function.

Stages of group development

Conflict Resolution

Conflict Resolution is the practice of turning team disputes and disagreements into positive outcomes through tact and skill.

- Outcomes from effective conflict management experiences generate resolutions that respects the wants and needs of all affected team members while simultaneously advancing the project.

- In the workplace, there are many instances in which conflict can happen between coworkers, and when it does, it is important to resolve the situation before it escalates.

- The Thomas – Kilmann Conflict model also helps group members know each other, move on from the conflict, understand one another's roles and responsibilities, and finally perform optimally as a team.

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Thomas Kilmann's Approach To Conflict Resolution

- COMPETE → WIN/LOSE
- AVOID → LOSE/WIN
- ACCOMODATE → LOSE/LOSE (No Resolution)
- COLLABORATE → WIN/WIN
- COMPROMISE → WIN SOME/LOSE SOME

When is conflict a problem?

- When conflict is suppressed rather than resolved
- When points of views are disparaged or ignored
- When the conflict becomes a personal attack
- When the use of power is abused
- When conflict becomes entrenched and efforts to resolve it fail

Is Conflict Always Bad?

- Conflict gets people involved so that decisions are more robust

- It feeds innovation and new ideas

- You learn more about others

- You see different perspectives

- You understand yourself more

- Improved communication skills

Approaches To Conflict Avoidance

Not all conflict ends up or should end up with a winner or a loser – Some ways to avoid conflict are....

- Good Communication

- View conflict as an opportunity

- Hit conflict head on

- Emotional Intelligence

Whether a conflict erupts at work or at home, we frequently fall back on the tendency to try to correct the other person or group's perceptions, lecturing them about why we're right—and they're wrong. Deep down, we know that this conflict resolution approach usually fails to resolve the conflict and often only makes it worse.

THANK YOU!

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