Mastering Communication – Navigating Conflict with Clarity



Sarah Jones Coaching



Did you know?

- A study by CPP Inc. revealed that employees spend approximately 2 hours per week dealing with conflict, equating to over £1,000 of paid time per employee annually.
- The CIPD found that 38% of workers have considered leaving their job due to internal conflicts. Such departures can be costly, given the expense of recruiting and training a new hire can exceed the job's annual salary.
- The CBI estimates that conflict costs UK business £33 billion per year, taking up 20% of leadership time and potentially losing up to 370 million working days.

Does this sound problematic?

- Low Morale
- Talent Drain
- Increased Staff Turnover
- Increased Costs
- Reduced Collaboration
- Reduced Innovation
- Poor Organisational Health
- Ineffective Decision-making
- Loss of Reputation
- Stunted Growth
- Distractions
- Reduced performance
- Absenteeism
- Stress and burn out, wellbeing issues



This webinar is for you *if...*

You are a professional or executive who is:

- Seeking to equip yourself with the knowledge and tools to transform conflicts into opportunities for development and growth.

Or

- An organisation seeking the same for its executives and teams



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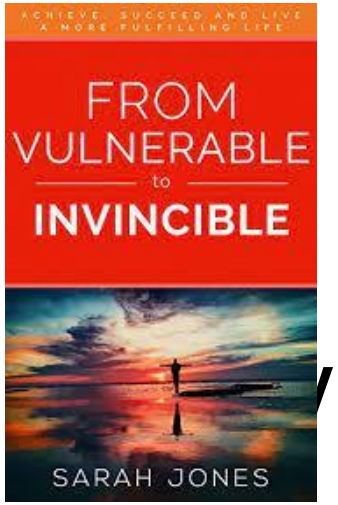




y Journey & Client Examples – Conflict Resolution

Today's Areas of Focus

- Introduction to Organisational Conflict
- The Business Implications
- Root Causes
- Solutions and Strategies
- Questions and Answers



Introduction - First Steps

- Recognise it
  - Individuals?
  - Team?
  - External stakeholders?
- Discuss and diagnose the reasons
- Impact & repercussions - on you, team morale, productivity, reputation, culture, financial
- Create a plan to deal with it
  - Try and deal with it with the necessary parties, involve HR if necessary
- **IF HANDLED WELL –** conflict can be catalyst for growth, innovation, and enhanced understanding.



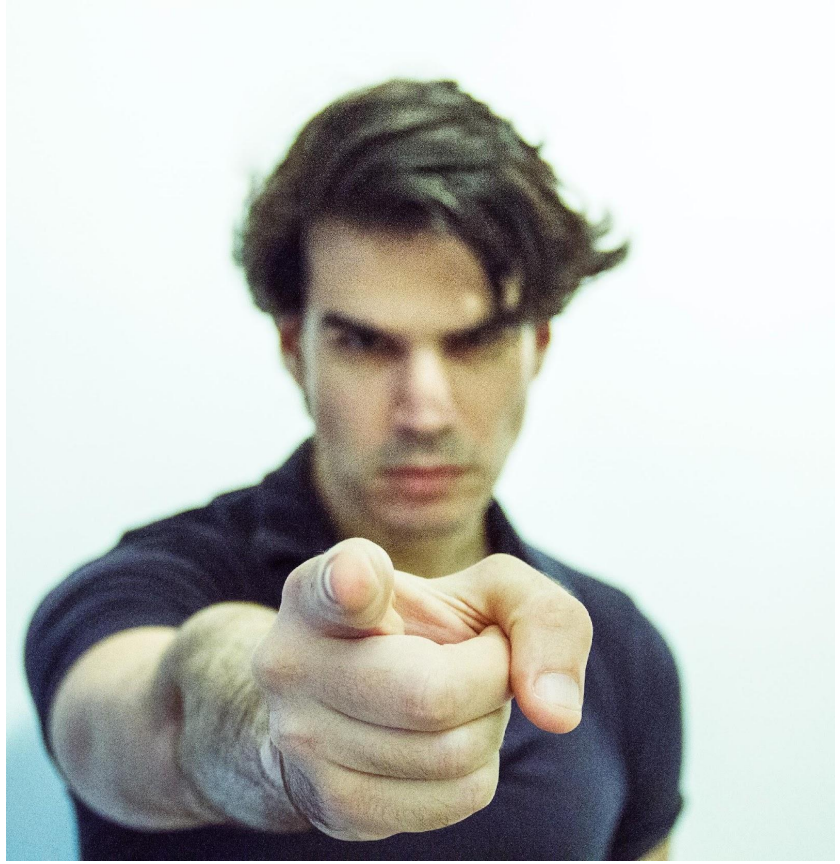
Root Causes - like a snowball hitting a tree!

- What are the underlying issues – deeper issues
- Is this a common issue, a wider organisational issue?
- Assumptions – of intent, message
- Different personality & communication styles
- A new team forming without feedback & communication
- Unresolved issues – root cause?
- Issues that have not been resolved
- Lack of adequate feedback – organic, and formal
- Misunderstandings
- Lack of listening, understanding, negotiation and communication styles
- AVOIDANCE! FEAR!
- I WIN YOU LOSE MENTALITY



Root Causes – can these be fixed?

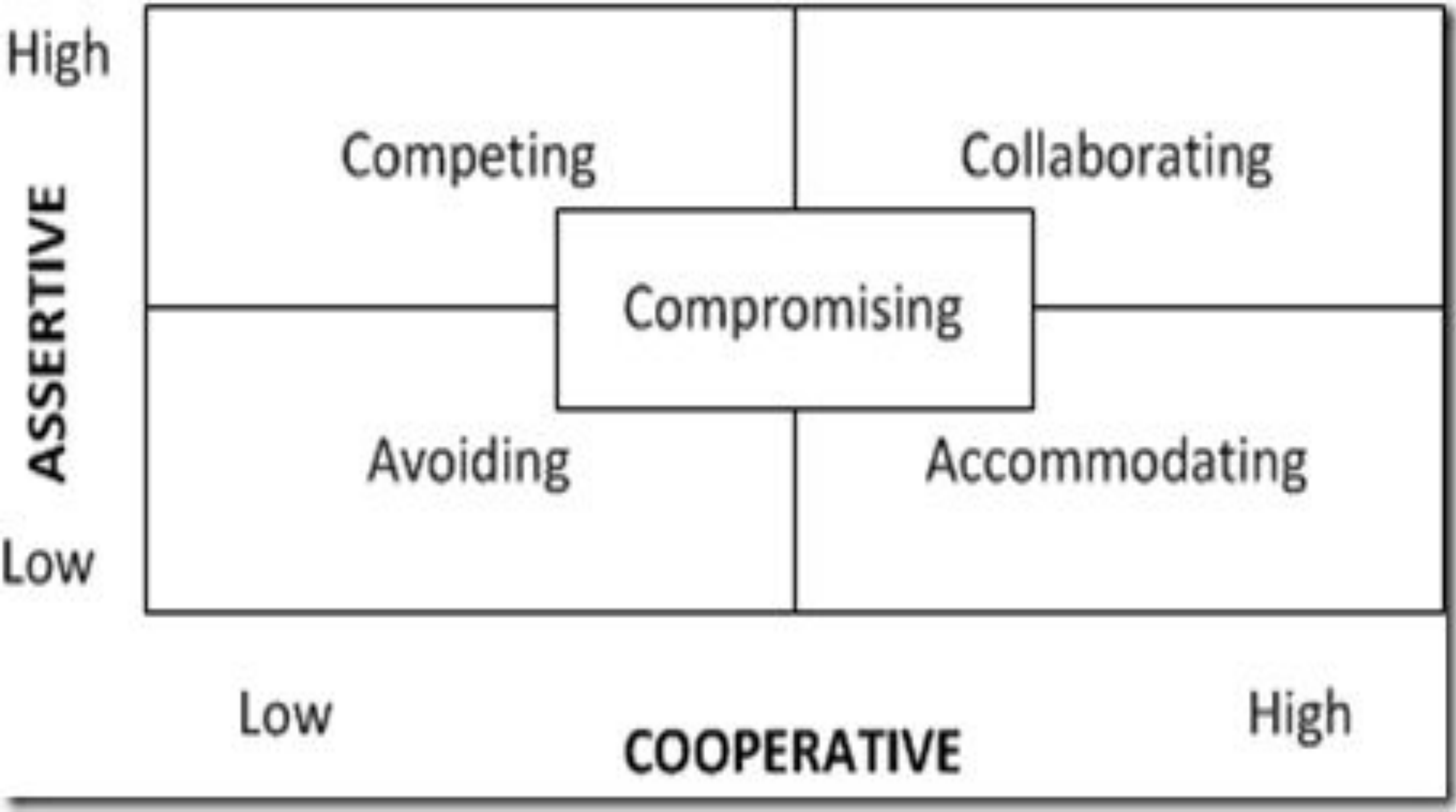
- Poor leadership
- Unclear roles
- Organisational change
- Poor environment & culture
- Bullying & harassment
- Lack of opportunities
- Unclear business values
- Personality clashes
- Workload
- Unrealistic expectations
- Perceived inequities
- Communications breakdowns
- Poor or unclear processes
- Competition for resources
- Lak of clear development & recognition programmes



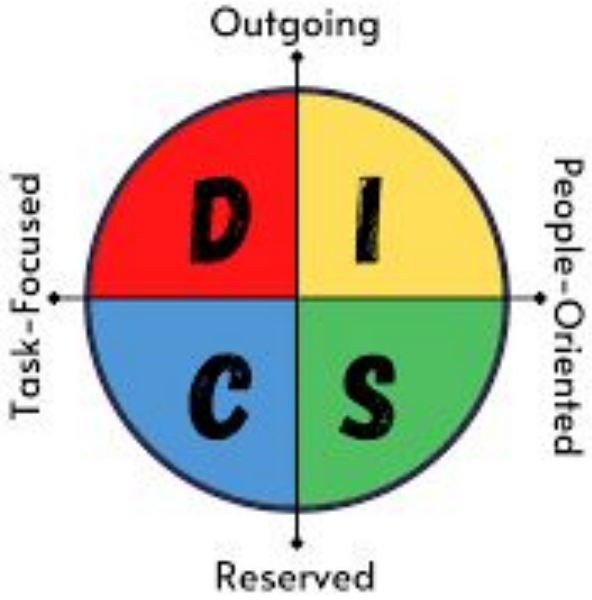
Solutions and Strategies

- Conversation & communication – right time, right place, right people – right issue - root cause
- Agree the outcome
- Ask questions, summarise, reflect back, agree, document
- LISTEN AND CAST ASIDE ASSUMPTIONS – QUESTIONS ARE YOUR FRIEND!
- Mediation, negotiation, active listening, and open dialogue sessions
- Create a workstream or project group if necessary
- Create a culture of feedback – processes, and organic



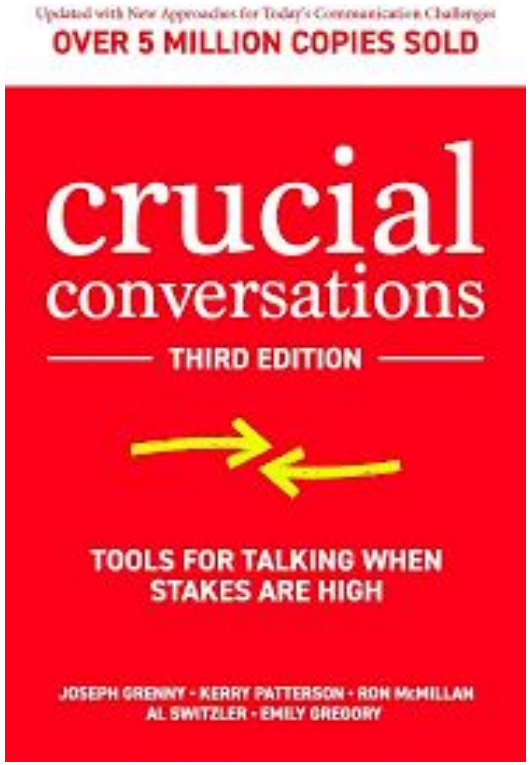

High
ASSERTIVE
Low
Competing
Collaborating
Compromising
Avoiding
Accommodating
Low
COOPERATIVE
High

Additional Tools





Additional Considerations





Final Thought!





Development Opportunities

I run a wide range of Professional and Affordable Coaching Courses, such as:

- Mastering Communication During Conflict
- Communicating with Influence
- Mastering Assertive Communication
- Mastering influential Communication
- Overcoming Imposter Syndrome
- Emergency Leadership Coaching
- Authentic Leadership
- Conscious Leadership
- Women in Leadership

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