
Conflict Resolution

Definition

Must be able to anticipate, diffuse and resolve disagreements, confrontations, tensions and complaints in a practical and constructive manner in order to achieve results, solve service delivery difficulties, gain acceptance to plans, policy implementation and proposals.

Key Words: Resolves Problems; Interpersonal Maturity; Negotiating; Conflict Management.

Behavioral Indicators:

1. Recognizes the potential for conflicts, confrontation and disagreement.
 2. Resolves conflicts, confrontations and disagreements in a constructive manner.
 3. Addresses formal and informal complaints and resolves them to mutual satisfaction.
 4. Resolves problems and conflicts with employees, customers and stakeholders.
 5. Assumes responsibility for own actions and the consequences for actions undertaken and decisions made.
 6. Maintains positive, productive working relationships despite differing/conflicting situations and personalities.
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PROFICIENCY LEVELS: Conflict Resolution

LEVEL I

- Is consciously aware of differences and conflict-related issues.
- Confronts opposition cautiously and observes the conflict with a levelheaded assessment of the risks and potential damage, and understanding of own role in the conflict, before becoming actively involved.
- Demonstrates diplomacy and tact.
- Confronts problems openly and constructively.
- Is able to get a point across without offending others.
- Uses information or data effectively to persuade and support a position.

LEVEL II

- Views opposing parties as equal partners in terms of their right to express their own viewpoints.
- Patiently listens to and makes an effort to understand other viewpoints.
- Acts calmly and rationally in conflict situations with empathy and self-detachment.
- Demonstrates a willingness to see things from the other's point of view.
- Enthusiastically accepts and promotes change.

LEVEL III

- Views complexity and ambiguity as a challenge.
 - Adapts rapidly to changed circumstances.
 - Supports others through change.
 - Leads a team through uncertainty or ambiguity to achieve a positive and beneficial outcome for the team.
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