Embracing Conflict: Tools for Finding Common Ground

Most of us do not like conflict and do whatever we can to avoid it or ignore it. But conflict is a natural part of life and is essential for innovation and creativity. Organizations that know how to embrace, process, and use conflict for improvement are successful. Those who do not, often fail or the people within the organizations are miserable because of the dysfunctional conflict.

Although it may appear on the surface that people do not agree nor will ever agree, there are tools and techniques that can help us find common ground. Once we establish that common ground exists, we are better able to work through our differences for the good of the organization.

In this session, participants explore the benefits of conflict and discuss examples of companies that have embraced conflict. In addition, we will use two techniques for finding common ground when conflict exists. After these exercises, participants will be ready to use these tools in the workplace. Participants will also receive other resources for managing conflict and establishing processes for encouraging diverse thinking.

Our goal is that participants will leave with a new hunger for productive disagreement.

For more information or to schedule a session
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“People will forget what you said, they will forget what you did, but they will never forget how you made them feel.”
Maya Angelou

“A good manager doesn't try to eliminate conflict; he tries to keep it from wasting the energies of his people. If you’re the boss and your people fight you openly when they think that you are wrong--that's healthy.”
Robert Townsend

“In the middle of difficulty lies opportunity.”
Albert Einstein

“For good ideas and true innovation, you need human interaction, conflict, argument, debate.”
Margaret Heffernan