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**Conclusion:**  
Conflicts provide an opportunity for growth, both within the organization, others, or yourself



**References:**  
Dixon, S. (2001). Conflict Management: Breaking Conflicts and the Need for Growth. Longrange Inc. 1975, 2001.



## Relaunching The Alpina Brand: High Precision Watches Since 1883

Workplace Conflict: Three Paths to Peace  
Case Solution



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**References**  
© James S. Green, Conflict Management Training, Conflict and the Road to Conflict, Longrange Inc. 1999, 2010



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# Resolving Conflicts

*Conflict resolution is a topic in which a leader tries find a common ground. Resolving/reducing conflict in a workplace is essential to building a team.*



# What is conflict?

*Conflict is a state of disagreement between individuals. Individuals who are unable to effectively communicate with one another are at risk for conflict. Conflict is inevitable, and normal.*



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**The first step to resolve  
a conflict is to...**

*Learn yourself, before you learn  
others. Furthermore, confront  
the issue appropriately, rather  
than avoiding the issue.*



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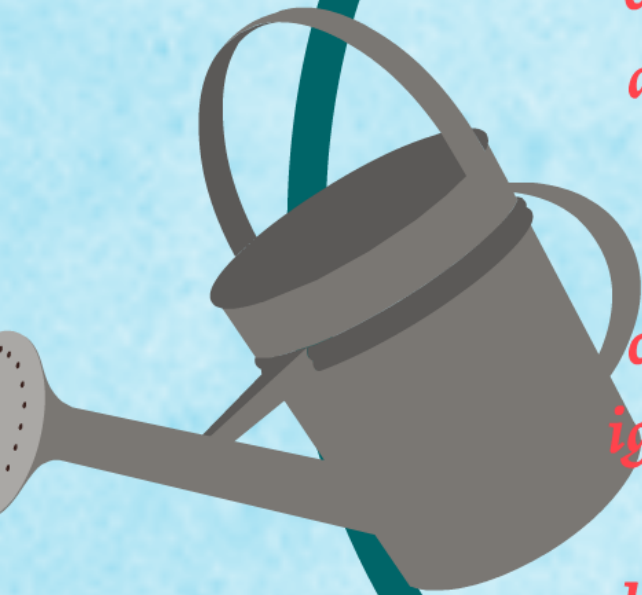


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## Case Study

*Lucy and Jerome work for the same company, and work the same hours. Lucy and Jerome have been dating for a couple of years, but tragically ended the relationship because of a rumor. Lucy cannot work around Jerome because they ignore one another, talk about one another to their co-workers, and cause chaos/disruption to the workplace. Neither one of them are able to communicate effectively.*

*What should they do?*





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## **How to resolve conflicts:**

- *Practice your communication techniques  
& the prepare to be honest*
- *Lower your stress level before the confrontation*
  - *Be open and willing to collaborate*







# Communication Techniques

## *Providing honest feedback*

- Express yourself in a careful manner
- Avoid using words that are demeaning
- Listen without interruption
- Ask questions to ensure understanding

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# Lower your stress levels

*High tension reduces flexibility*

- High stress reduces our tolerance for conflict
- Deal with the conflict when in a relaxed state of mind
- Resolving conflict requires an amount of flexibility and understanding
- High stress levels make it difficult to communicate

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