Bringing Conflict Into the Open

SUMMARY
Many organizations have challenges when conflict is avoided, where some people are unaware of issues, and when difficult topics are not brought out into the open. Conflict can be constructive when people understand the sources of conflict and the issues are clarified.

CONTEXT
The word “constructively” is defined as serving to improve or advance; helpful. Experts in organizational development have found that conflict is one of the most powerful catalysts to change relationships, a team, or an organization.

The goal of this module is to provide the impetus to create a culture that fosters and sustains an open environment for conflict. In this environment, all who experience conflict feel comfortable and confident to raise it, knowing that it will be dealt with responsibly and respectfully.

At the completion of this module, participants will be able to:
• Identify sources of conflict
• Establish opportunities from conflict situations
• Get hidden conflict out in the open
• Incorporate guidelines for keeping conflict situations productive
• Move beyond conflict without harboring resentment

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