

HIGH QUALITY CONFLICT (HQC)

PURPOSE OF HQC:

To resolve conflicts and best meet the interest of all participants; NOT win arguments!

ARGUMENTS:

- are initiated when one person perceives another as (obstacle, grievance, wronged, injury) them. From the start there's often an experience or perception of an emotional personal slight or injustice in which a person believes he/she is RIGHT and the other is WRONG.

EMOTION-DRIVEN CONFLICT:

- egocentric whereby our own needs are mostly likely met at the expense of others.
- At best this battle ends in truce
- Benefits of HQC are denied

3 KEY ELEMENTS OF EFFECTIVE CONFLICT (resolution):

- Effective communication with an emphasis on LISTENING
- Understand the dynamics (flow) of typical conflict
- Recognize there is a better "map" to follow than what we typically see in conflict, Knowing tools that improve the quality of conflict
(Whetton & Cameron, 2007)

SPECIFIC STRATEGIES:

- "I" statements, don't blame, keep focus on current concerns, not defend own ideas, invite other's views, not try to convince others...
- Effective listening; NOT waiting to talk and win argument
- See other's view / Perspective taking
- Empathy

Reference: Adapted from Wonderful Life Project (WLP). Lee Elliott; wonderfullifeproject.org