

# Conflict Resolution:

He Says... She Says... They Say... And the Ties that Bind them Together



# Disclaimer

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# Meet Your Presenters



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# Objectives

**By the end of this presentation participants will:**

- 1) Have basic knowledge and understanding of conflict.
- 2) Learn practical approaches for addressing conflict.
- 3) Learn how to develop personalized conflict resolution skills.
- 4) Learn how to use key collaboration strategies to build and strengthen the CAP-VR relationship.



It is often easy to identify conflict based on arguments or tension within or across relationships, but aside from those tell-tale signs  
- **what is conflict?**



# Conflict Definition

From our  
Friends at  
Merriam-  
Webster

con·flict | \ 'kän-,flikt \

**1:** FIGHT, BATTLE, WAR

an armed *conflict*

**2a:** competitive or opposing action of incompatibles: antagonistic state or action (as of divergent ideas, interests, or persons)

a *conflict* of principles

**b:** mental struggle resulting from incompatible or opposing needs, drives, wishes, or external or internal demands

His conscience was in *conflict* with his duty.

**3:** the opposition of persons or forces that gives rise to the dramatic action in a drama or fiction

The *conflict* in the play is between the king and the archbishop.

# INTERpersonal versus INTRApersonal conflict

- Between two or more people versus self.
- Inter-
  - People are entitled to their own opinions and values.
  - People have different personality and behavioral types.
  - Often a natural reaction.



# Conflict Doesn't Always Present Itself Physically

- Involvement of technology in conflict
  - Online disinhibition effect (Suler, 2005)
  - Storming phase of group development
  - Conflict in emails or other office communication







# So How Can I Deal With Conflict?

# **Put Yourself in the Other Person's Shoes**

**CAP and VR are both experiencing  
the same challenging situation.**

# Challenging Person

- We all have that person, that gets under our skin - how do you handle that?
- It might seem easy to list the negative qualities (irrational, self-righteous, self-indulgent, entitled - they are the kryptonite).
- The best you can do is remain calm, remember your values, and try not to argue with the other person.
- Don't mirror their behaviors - understand your own reaction to the situation.



# Listening For Understanding

**Practice listening to understand  
versus listening to respond.**



# Curiosity Doesn't Always Kill The Cat

Remain Curious



# Technology as Part of the Resolution Process

- Understanding projections and transference.
- Tips for resolving virtual conflict:
  - Don't respond immediately.
  - Read message later - does this provide new perspective?
  - Discuss situation with a co-worker or a friend.
  - You don't HAVE to respond.
  - Give people the benefit of the doubt - assume they have good intentions.
  - Ask for more information.
  - Use emoticons or memes to help convey tone.



# Civility and Grace

*“Civility costs nothing, and buys everything”*

– Mary Wortley Montagu

Being civil is a way of showing respect and gentleness towards others and grace is about forgiveness...actions that certainly belong in the resolution of conflict.

- **Tips to foster a culture of civility:**
  - Be an active listener.
  - Create an inclusive environment.
  - Acknowledge and validate others.
  - Remember that actions speak louder than words.



# Mental Toughness

A concept from behavioral psychology, considered as “grit” or “having thick skin”

Researchers Peter Clough and Doug Strycharczyk define mental toughness as:

***"The quality which determines in large part how people deal effectively with challenges, stressors, and pressure...irrespective of prevailing circumstances."***



# Developing Mental Toughness

## 3 Strategies to Improve Mental Toughness

1. Define what mental toughness means for you.
2. Mental toughness is built through small physical wins.
3. Mental toughness is about your habits not your motivation.



# Develop a Thick Skin

**Mental and emotional agility to withstand stress and pressure of negative circumstances or situations:**

1. Don't take things personally.
2. Stop the self-talk.
3. Remember that everyone gets rejected sometimes.
4. When you get rejected or something doesn't go your way, counter propose a new solution.
5. Don't be self-focused.
6. Think about others.
7. Don't worry about looking stupid.
8. Learn to be patient.
9. Don't be quick to blame.
10. Don't hesitate to unstick sticky situations.

# Respond to Negative Feedback

- ✓ **Step 1** – listen intently – do not interrupt.
- ✓ **Step 2** – Don't react defensively.
- ✓ **Step 3** – Remain calm.
- ✓ **Step 4** – Validate received concerns/ allow the person to feel heard while also providing you an opportunity to explore new avenues.
- ✓ **Step 5** – Be thankful for feedback and be sure to thank the person providing feedback – promise a follow-up.
- ✓ **Step 6** – Don't delay on the re-do or follow-up.
- ✓ **Step 7** – Present the new work as a gentle reminder.



# Analyze the Conflict

## Ask yourself these questions:

Have basic knowledge and understanding of conflict.

- What triggered the conflict?
- Who are you angry with?
- What are you not getting that you want?
- What are you afraid of losing?
- Is your conflict/anger accurate or over exaggerated?
- How can your conflict be resolved?



# The ability to successfully resolve conflict depends on your ability to...

- Manage stress quickly while remaining alert and calm.
- Control your emotions and behavior.
- Pay attention to the feelings being expressed.
- Be aware of and respect differences.



# Consider This!

People have different personalities-therefore have different tactics to respond to stress and conflict.



# But Let's Be Real for a Second

- Conflict isn't inherently bad.
- The literature tells us conflict can make for stronger organizations and performance.
- Conflict is a part of life and being able to sense when you are experiencing conflict, develop strategies to address conflict, and how conflict can benefit your organization are all important skills.
- Akin to ethical dilemmas – we all will experience ethical dilemmas, and if we don't think we have, we're not paying attention.





# Let's Chat Specifics

## CAP - VR



# Roles

**Let's remember the roles that people have when talking about CAP and VR.**

## **CAP:**

The purpose of CAP is to advise and inform applicants and individuals eligible for services and benefits available under the Rehabilitation Act. In addition, applicants and eligible individuals may be provided advocacy and representation to ensure their rights in their relationship with projects, programs, and services to protect their rights provided under the Rehabilitation Act

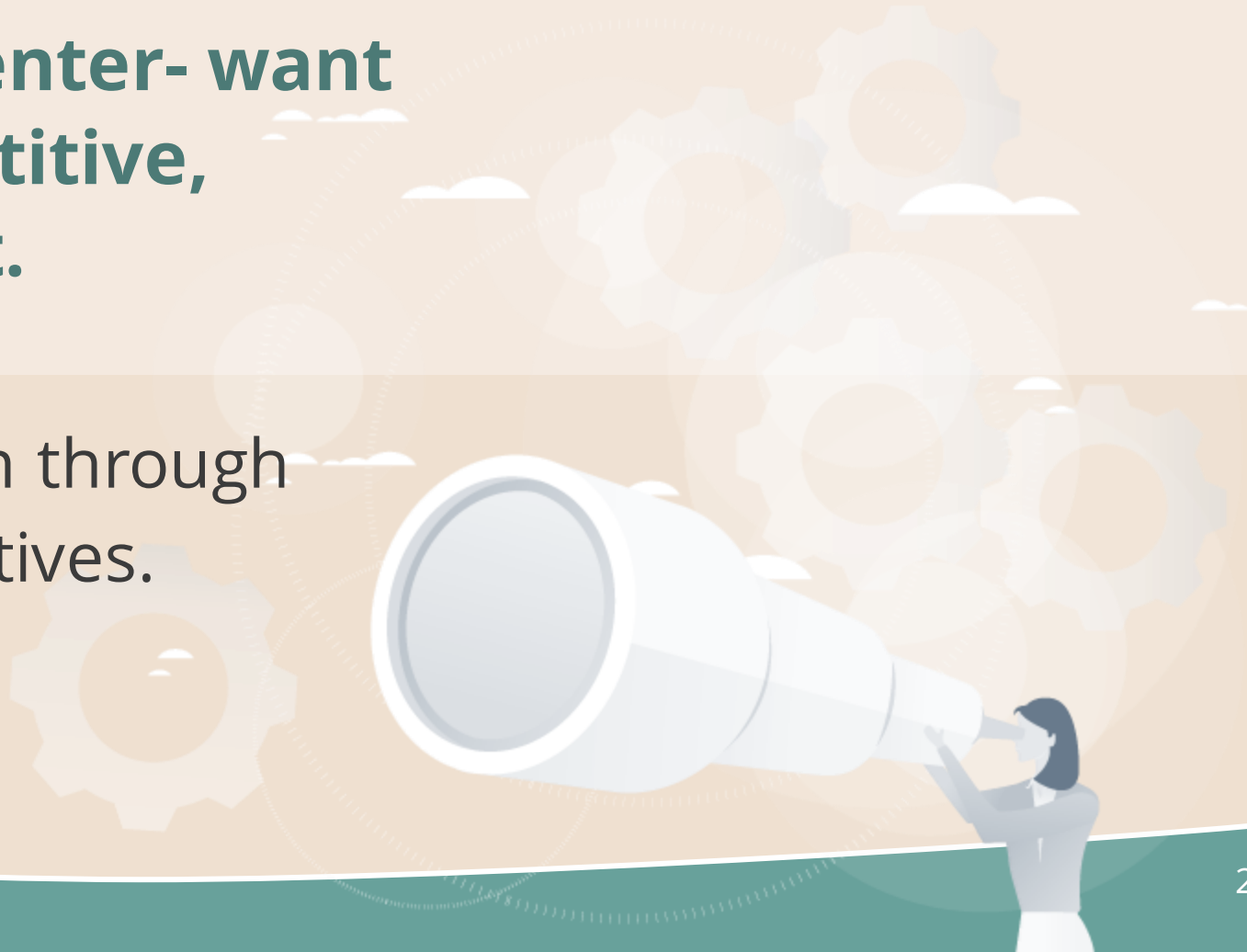
## **VR:**

State VR programs provide VR services for individuals with disabilities, consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice, so that they may prepare for and engage in competitive integrated employment or supported employment and achieve economic self-sufficiency.

# You Both Want the Same Thing

**Customers are at the center- want them to get into competitive, integrated employment.**

You are seeing the situation through different lenses or perspectives.



# Let's Talk About the Real-World Scenarios

It goes something like this...



# VR and CAP Moving Forward Together: Effective Collaboration Strategies

**It is all about relationships-be intentional.**

- a. Formal Meetings
- b. Informal Meetings
- c. Cross-training

[CAP & VR Moving Forward Together: Collaboration Strategies - NDRN](#)



# VR and CAP Moving Forward Together: Effective Collaboration Strategies (2)

## Cooperation on individual cases

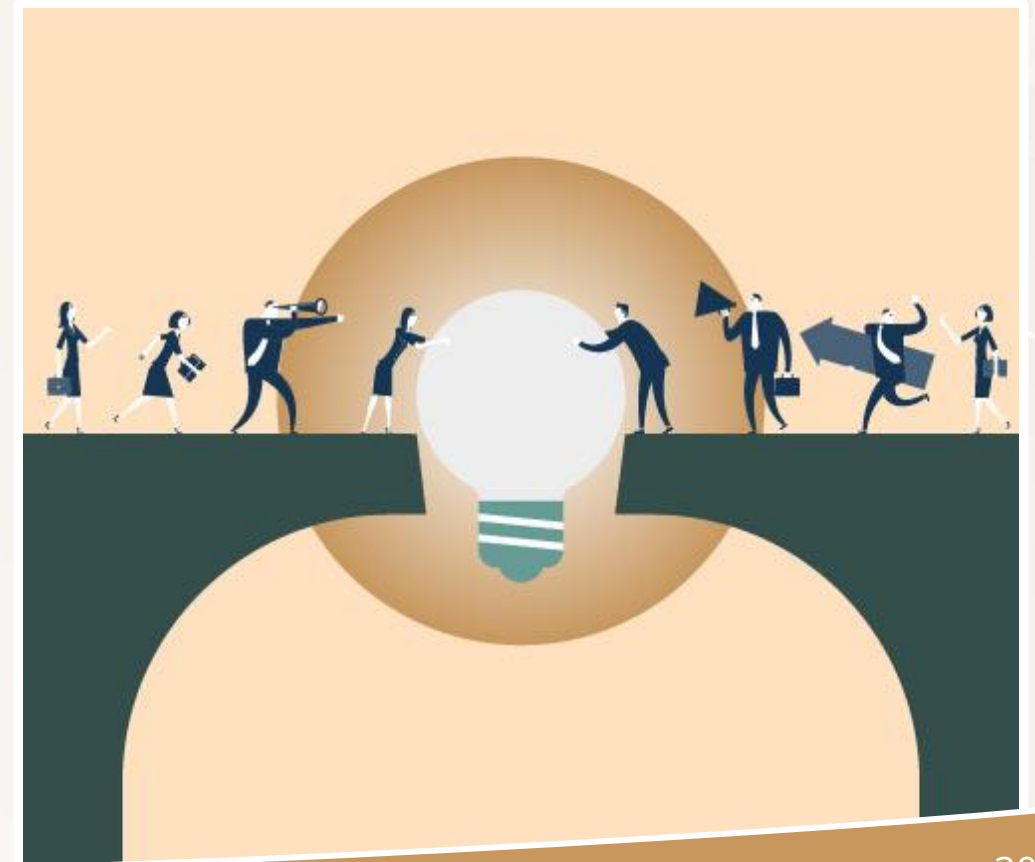
- d. Consultation and Accountability
- e. Transparency



# VR and CAP Moving Forward Together: Effective Collaboration Strategies (3)

## Coordination on statewide policies and directions

- f. Regular information sharing
- g. Collaboration on setting the statewide policies and direction



# Intentionality

This takes  
planned hard  
work and effort.

It takes each of us  
working on our own  
self-don't wait for  
someone else to start  
working on themselves,  
you do you.

# Questions/Comments







# Thank You