

Corporate HR Conflict Resolution



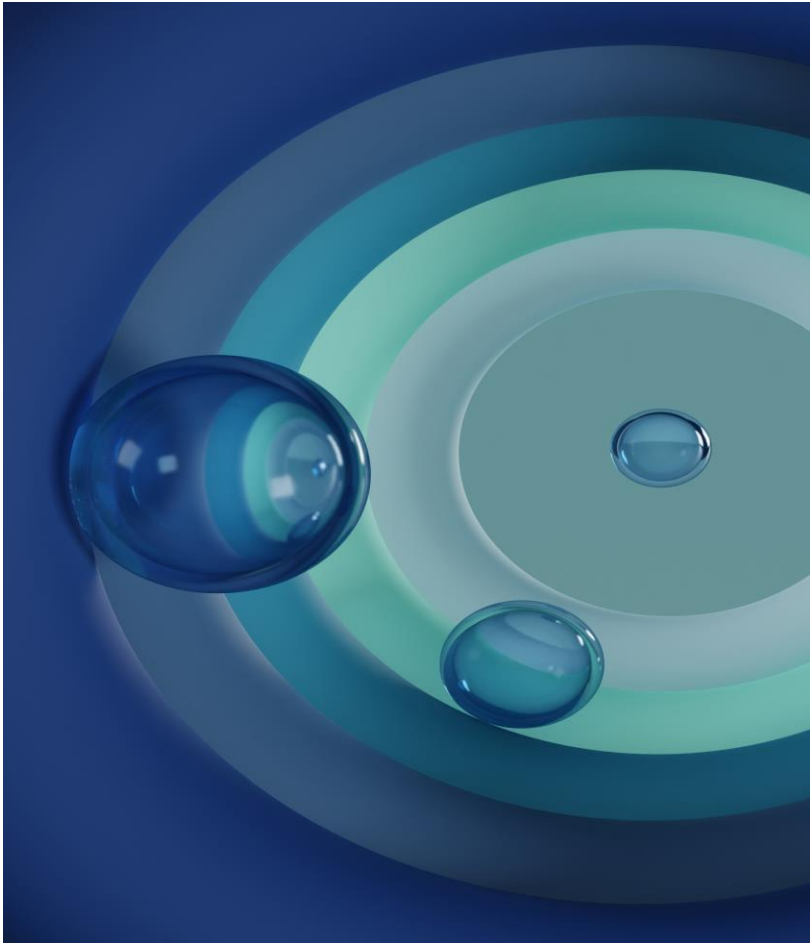
Exploring the Win-Win Approach

Gillian Clark, Contractor Applicant

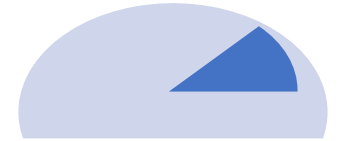
Presentation to Maricopa Corporate College

August 24, 2023

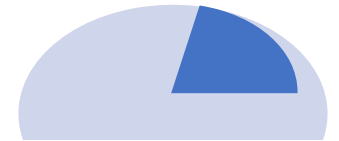
Objectives



Discuss the importance of effective conflict resolution.



Review four potential conflict management styles and strategies: win-win, win-lose, lose-win, and lose-lose.



Define and explain the benefits of the win-win conflict management approach.



Explore a real-world scenario in which the win-win approach is employed in a corporate human resource setting.



Summarize the effectiveness of the win-win approach for successful conflict resolution within corporate human resources teams.



A Cautionary Tale

- There existed an HR team responsible for managing various employee-related functions.
- The team comprised diverse individuals with unique strengths, perspectives, and experiences.
- However, beneath the surface, tensions were simmering due to an unaddressed conflict.



Conflict Arises

The conflict originated from a lack of clarity regarding role responsibilities and decision-making authority.



The Rift Intensifies



- The rift between Jane and Alex began to affect the entire HR team.
- Their colleagues felt caught in the crossfire.
- Team meetings became tense.

Breaking Point

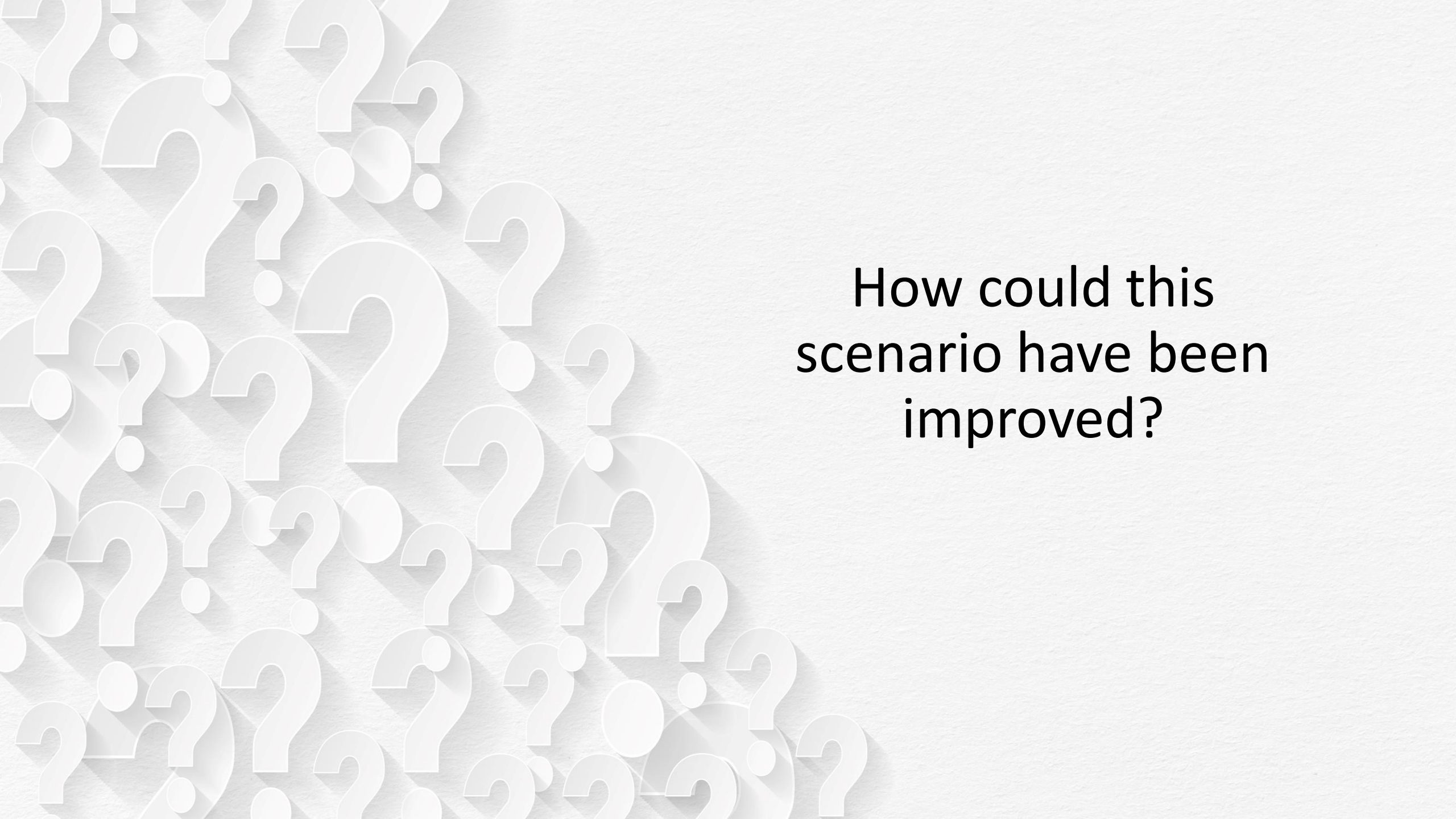
- Manager failed to intervene effectively.
- The conflict reaches its breaking point.



A Cautionary Tale



- Deteriorating relationships
- Decreased productivity
- Negative impact on the organization as a whole



How could this
scenario have been
improved?

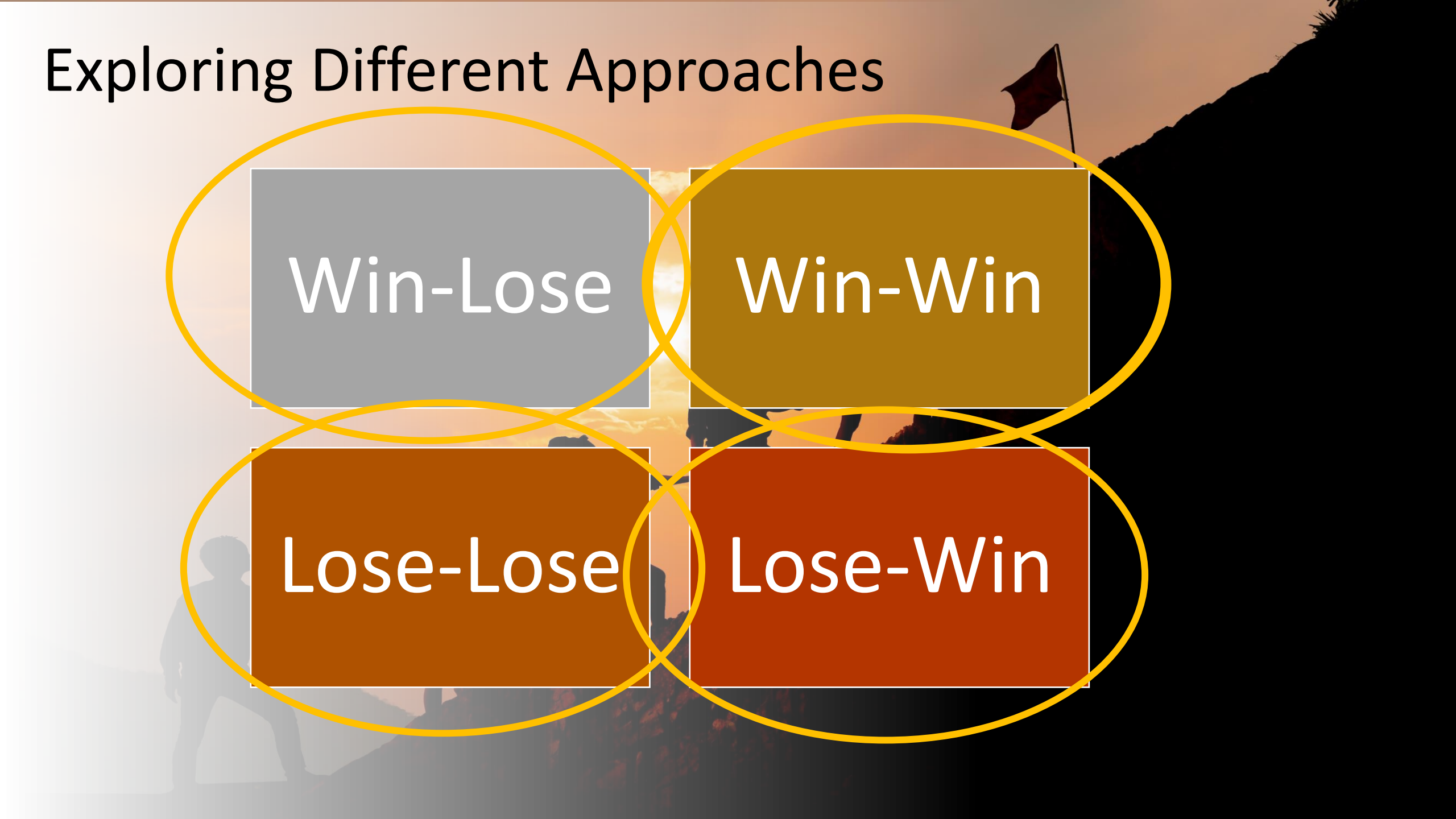
Exploring Different Approaches

Win-Lose

Win-Win

Lose-Lose

Lose-Win



The Win-Win Approach

1

Mutually beneficial solutions

2

Emphasis on collaboration and compromise

3

Positive outcomes for all parties

4

Values open communication and understanding

5

Creative problem-solving for satisfying agreements



Key Components

- Active listening
- Open communication
- Collaboration and Compromise
- Mediation if needed

**Harmonious
Teamwork**



A Win-Win Conflict Resolution Strategy in Action

(Animated Scenario Placeholder)



What went well in
this scenario?

The Cons of the Win-Win Approach

A background image of a modern office with large windows. Three business professionals are gathered around a table. A man in a brown blazer is leaning over, pointing at a laptop screen. A woman in a pink blouse is looking at the screen. A man in a light blue suit is sitting in a white office chair, looking at the screen. The office has a bright, airy feel with natural light from the windows.

Time-
consuming

Requires
willingness to
compromise.

Not suitable
for all
situations.



Q & A

Thank you!

Learn More

Fisher, R., Ury, W. & Patton, B. (2011, May 3). Getting to Yes: Negotiating Agreement Without Giving In. Penguin Books.



Thank you!

