



GROUP MAINTENANCE - CONFLICT

Conflict is more than just a disagreement. It is a situation in which one or both parties perceive a threat to either themselves or the group dynamics. Should they be ignored, the situation can develop into a detrimental environment.

Preventing Conflict

- ◆ Create ground rules, a code of conduct or Safety Agreement with the group.
- ◆ Establish what is expected when entering the premises/ agreement by existing and incoming group members.
- ◆ Develop or open way to assist with communicating when situations arise going forward. Have a written reference that can be referred back to as a reminder of group deliberation of common thoughts.



Accepting Conflict

- ◆ The issue is not whether conflict occurs, but how it is managed.
- ◆ Conflict does not have to mean negative confrontation, rather healthy dialogue between people with different opinions.
- ◆ It can be seen as an opportunity for learning more about your group and its problems and inefficiencies, as well as its strong areas. This can then be utilised as an opportunity to address these weaknesses.
- ◆ We respond to conflict based on our perceptions of the situation, not necessarily to an objective review of the facts. Our perceptions can be influenced by our life experiences, culture, values and beliefs.



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FIGHT - response is hard on the problem and people involved, and generally the start of conflict.

FLIGHT - the possibly unconscious intention to protect ourselves rather than deal with the issue. The issue won't go away and could develop further.

FLOW - During the 'flow' behavior, the intention is to solve the issue whilst respecting everyone in the conflict often resulting in a more

- ◆ Each scenario requires a different approach, depending on relationships, reasons for difficult behavior and personality types.
- ◆ Prioritise conflict resolution rather than winning or 'being right'.
- ◆ The win/win approach - change conflict from attack and defense to collaboration. This can alter the course of communication with a shift in attitude.
- ◆ Higher quality of relationships with group members, commitment and an established cohesiveness.
- ◆ Learn when to ask for assistance/mediation from an external member such as ConnectGroups.



Training



Advocacy



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