



### Competencies that are addressed:

#### PRIMARY COMPETENCY CATEGORIES:

- **Conflict Resolution—**  
Brings people together who have been separated by their differences.
- **Teamwork—**  
Organizes tasks, people, and resources to deliver most effectively.

#### RELATED COMPETENCY CATEGORIES:

- **Values—**  
Guided by a personal code of ethics.  
Demonstrates a strong sense of integrity.
- **Interpersonal Skills—**  
Displays a consistent ability to build solid relationships inside and outside the organization.
- **Communication—**  
Practices active listening supported with meaningful oral and written information.
- **Influence—**  
Consistently directs situations and inspires people for an all-win environment.
- **Creative Thinking—**  
Incorporates existing ideas and new ideas to resolve issues and capitalize on opportunities.

# Conflict to Collaboration

## SUMMARY

Organizations look for collaborative solutions when people need to tap into others for skills, expertise, creativity, innovation, and fresh perspectives. An effective process for collaboration includes goal definition, fact finding, issue definition, requesting help, exploring options, implementation, and follow up.

## CONTEXT

Conflict situations are frequently complicated and difficult to resolve. By yourself, you may have limited capacity for dealing with the many issues that might be involved. By collaborating with others within and outside of your organization, you can access the experience, expertise, creativity, and values of other professionals to bring the situation to a successful conclusion.

Collaborative solutions to conflict situations enable everyone involved to feel that everything was done to resolve the situation professionally. It takes the pressure off of you to have all the answers in these situations, and brings many expert viewpoints to bear on a successful outcome.

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### At the completion of this module, participants will be able to:

- Identify opportunities for collaborative solutions
- Collaborate with others to reduce conflict and create synergy
- Enlist the skills and abilities of others to provide support and direction
- Build a collaborative environment through shared values

*"If I have seen further than others,  
it is by standing upon the shoulders of giants."  
—Isaac Newton*