

# Factsheet Conflict Resolution by Leader



## Are conflict situations uncomfortable for you or do you deal with them in a relaxed way?

How we deal with conflicts says a lot about ourselves. Often a conflict situation triggers an unconscious reaction in us. However, this has less to do with the conflict as such, but more with us as a personality with their experiences, imprints and fears. But you can learn to deal with conflicts in a relaxed way.

### What effects can unresolved / late discovered conflicts have?

Unresolved conflicts can have the following effects:

- Disruption of work processes and thus loss of efficiency and quality
- Limitation of the ability to act as a person, as a team or as an organization
- Pressure to find a solution affects performance
- Desire for reorientation up to the desire to leave the situation
- Tendency to escalate is getting bigger and bigger

The consequences of this can be manifold: **decreasing efficiency** in service provision, poorer **customer experience** due to lower service quality up to high **costs** for conflict resolution and conflict consequences.

In the business environment, the pro-active handling of conflicts is becoming increasingly important for executives, among others.

KPMG has summarized the costs of conflicts in studies.

- [KPMG Conflict Cost Study](#)

### Conflicts clearly have economic consequences!

Thus, it is clear that conflict management / conflict resolution is also a **responsibility of managers**. You are responsible for the success of your company, your department / department, your team or area of expertise.

Leaders therefore have an interest in recognizing conflict potential at an early stage and actively addressing conflicts.

## What do I have to consider in order to be able to resolve conflicts more easily?

For Leader, I recommend the following steps towards an easier and more sustainable resolution of conflicts:

1. Accept that the conflict is there!
2. Clarification of whether the conflict itself affects me
3. Clarification of whether I am neutral in the conflict or a party myself
4. Clarification of which type of conflict it is
5. Find out at what level of escalation the parties to the conflict have reached
6. Work out topics and positions
7. Clarify interests
8. Develop solutions
9. Ensure implementation (incl. follow-up inspection)

## What can I do if I cannot resolve the conflict myself?

If I myself am a party to the conflict, or am emotionally affected by it or if escalation level 4 and higher has already been reached, it is challenging / difficult to manage / accompany the conflict myself. In this case, the conflict support / mediation should be handed over to a **neutral person** or to a **specialist body**.

Internally, the **HR department / HR** is often the first point of contact when a manager needs support. If necessary, **external mediators** can also be contacted via HR.

Whenever possible, I recommend being able to work out a solution using the so-called **consensus model**. This means that the parties work together to find a solution accompanied by a neutral person. This usually leads to sustainable solutions quickly and cost-effectively. Only if this approach does not lead to the desired result, the conflict resolution must be delegated to another body (line superiors, HR, judges, etc. → **Delegation model**).

**Would you like to learn more about conflict resolution and training for leaders and HR?  
Then contact us NOW at +41 55 610 19 19!**

### Offer:

- Training 'Conflict Management Basics'
- Training 'Positions, Interests and Personal Conflict Behaviour'
- Training 'Leader as Conflict Manager'
- Training 'HR Support in Internal Conflicts'
- Design Conflict Management Culture – Consulting, Sparring
- Conflict Mediation – Mediation



**Languages:** German and English