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The University of Manchester

# Make Sport Not War

## Managing Conflict

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# Agenda

- What do I know about managing conflicts?
- Some questions about conflicts
- Some personal reflections for you
- A success story
- Preparing for difficult meetings

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# What do I know?



# Some questions about conflict

- Why do disputes and conflicts arise?
- What effect do they have?
- Why are they sometimes difficult to resolve?
- What do people in conflict really want?

# Ask yourself these questions

- How did the conflict affect me?
- Why did the conflict arise?
- Why did it continue?
- What did I do to cause it?
- What could I have done differently?
- How do others see me in a conflict situation?

# A success story



# Difficult Meetings

You never really  
understand a person  
until you consider  
things from his point of  
view until you climb  
into his skin and walk  
around in it

- Atticus Finch-To Kill a Mockingbird



# Difficult Meetings

- What do you really need to achieve?
- If you did what would that mean to you?
- What do you need to do today to achieve this?
- What do you say to the other party to achieve this?
- What do you need to hear from the other party to achieve this?
- What are your main concerns at this stage?
- What do you think are the other party's main concerns?



# Difficult Meetings

- What do you think the other party REALLY needs out of this?
- Where might misunderstandings have arisen in the past?
- What are the areas of common ground between the parties?
- What are the realistic options for sorting this out?
- If you're going to work together what needs to be done?
- If no solution is reached what will happen?

# Difficult meetings

- What will be the consequences for YOU if this isn't resolved?
- What do you think will be the consequences for the other party?

Reflecting on the answers to these questions .....

What would be an outcome you could live with?



Thank you kindly