



# Get your Team to Stop Fighting and Start Working





# Introduction

- The conflicts that often arise in teams can make you want to:
  - Throw up your arms in despair,
  - Retreat to your office,
  - And live out your career in team-less bliss.





# Introduction

- But collaboration is here to stay, and while it isn't easy, putting more minds on the job usually yields better results.





# Important Questions

- If your team has dissolved into arguments or two members just can't seem to get along:
  - How can you get things back on track?
  - How do you turn a team marred by dysfunction into one that excels together?





# Conflict - Aspects

- Conflict is part of working on a team and, while it's often uncomfortable, it can also be healthy.
- There will, even should be, conflict in a group with a task that has even a minimum of complexity.





# Conflict - Important

- Getting the right answers for the questions below given, is a critical skill for all team leaders:
  - Why teams fight?
  - How and when to get involved?
  - How to prevent fights in the future?





# Conflict - Tips

## Stop Disputes Before They Happen

- Unfortunately, most team leaders assume they'll deal with disagreements as they come up.
- It is important to develop solid conflict management procedures in place to deal with conflict when they arise, because they will arise.





# Conflict - Tips Learn How and When to Interfere

- Some of the most common disputes include conflicts over tasks, working norms, or process.
- Regardless of why your team is fighting, following a few simple guidelines can help you resolve disputes quickly.

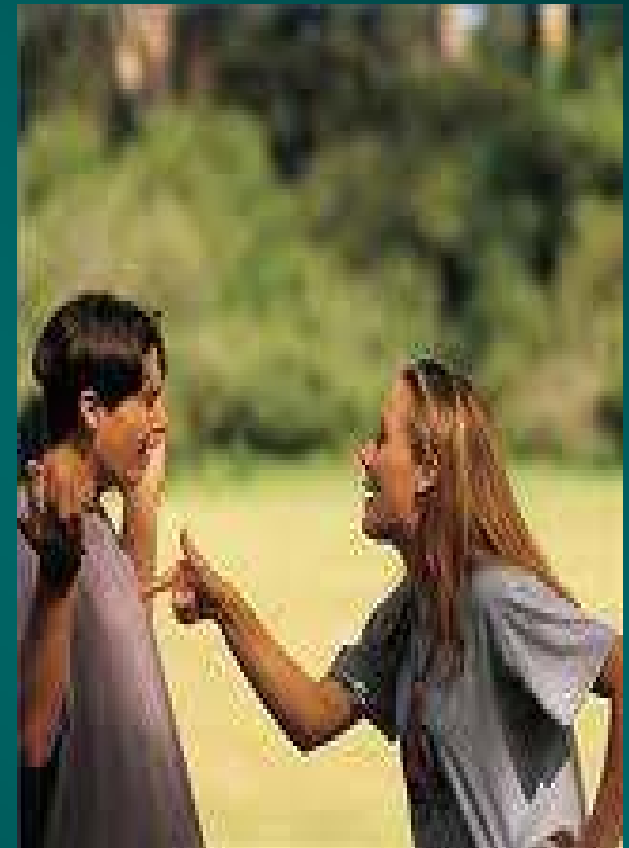




# Conflict - Tips

## Intervene Early

- When two or more team members are engaged in a conflict, the sooner you step in the better.
- Once the dispute starts, emotions can run high, making it harder to diffuse the situation.
- So it's critical for team managers to be aware of the team dynamics and sense when a disagreement is percolating.





# Conflict - Tips

## Focus on Team Norms

- The best approach to resolving disputes once they've erupted is to refer back to something the team can, or has already, agreed on.
- These may be explicit or implicit team norms. If you haven't previously discussed norms as a team, now is a good time to hold the conversation.

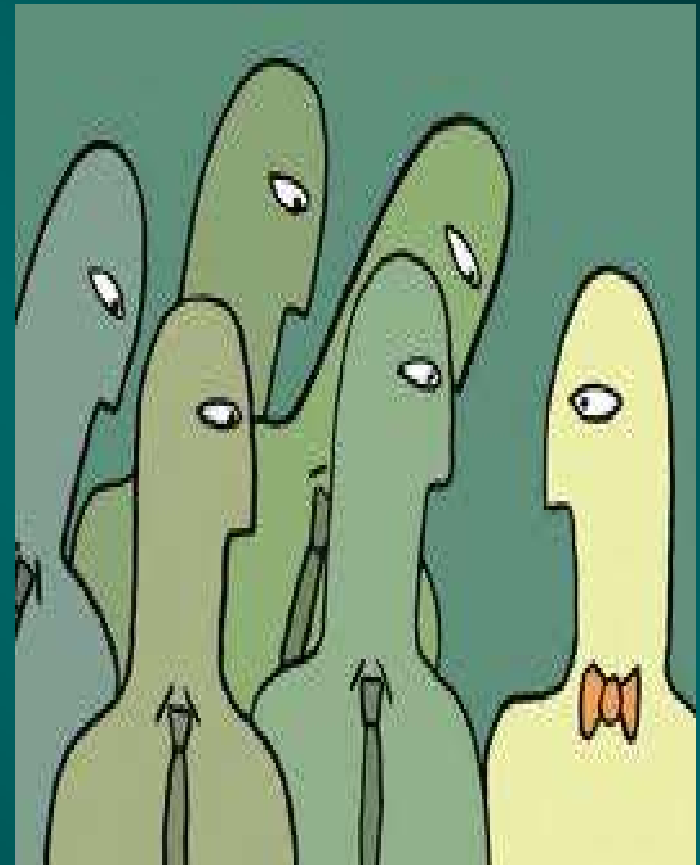




# Conflict - Tips

## Identify a Shared Agreement

- Your job as the team leader is to help the fighting team members reach an accord.
- The key is to respect each party and the reason behind their point of view.
- The only way to do this is to talk it through.
- Once the cards are on the table, you need to facilitate an outcome that takes into account both parties point of views.





# Conflict - Tips

## Moving on After a Disagreement

- The best way to heal war wounds is to start working again.
- Get a relatively easy task in front of the group to help them rebuild their confidence as a team.
- As the leader, you can model moving on and focusing on work.
- If feelings have been hurt, you may want to let the parties have a break and not directly work together for a short time.





# Conflict

## Principles to Remember

- Do:
  - Set up conflict management procedures.
  - Intervene early.
  - Get the team working together again.
- Don't:
  - Assume your team agrees on its shared purpose, values, or vision.
  - Let conflicts go unattended.
  - Move on without first talking about the conflict as a team.





# Lico Reis Consultoria & Línguas Roberto Lico Reis

*Feel free to send us suggestions  
about new presentations,  
that can help you to face your life or professional  
challenges.*

[www.licoreis.com](http://www.licoreis.com)

[licoreis@licoreis.com](mailto:licoreis@licoreis.com)

E-books: [www.migre.me/oQ5](http://www.migre.me/oQ5)

Linkedin: [www.migre.me/1d9r](http://www.migre.me/1d9r)

Twitter: [@licoreis](https://twitter.com/licoreis)