

# Conflict Resolution, Diversity Awareness, and Creativity

# Conflict Resolution

- Conflict resolution is the process by which two or more parties engaged in a disagreement, dispute, or debate reach an agreement resolving it. There are several different conflicts that can occur at work.
  - Confronting (Competing)
  - Negotiating
  - Avoiding (Withdrawing)
  - Collaborating
  - Accommodating
- Active listening is a communication technique that is used in counseling, training, and conflict resolution.

# Confronting (Competing)

- Confronters try to force the other person to accept their solution to a conflict. Their goals are important to them, and relationships are of minor importance. They want to win.

# Negotiating

- Negotiators are moderately concerned with their own goals and their relationships with others. They give up part of their goals and persuade the other person to give up part of his or her goals. They seek the middle ground between extreme positions.

# Avoiding (Withdrawing)

- Avoiders shy away from conflicts. They give up their personal goals and relationships. They stay away from issues and people where conflict exists. They believe it is easier to withdraw from a conflict than to face it.

# Collaborating

- Collaborators seek win/win outcomes. They value their own goals and relationships. Collaborators see conflicts as a means of improving relationships by reducing tension between two persons. By seeking solutions that satisfy both parties, the collaborator enhances relationships. At the conclusion of this approach, tensions are resolved.

# Accommodating

- Accommodators see the relationship as being of greater importance than their own goals. These people may want to be accepted and liked by others. They think that conflicts cannot be discussed without damaging the relationship, and they avoid conflict in favor of harmony.

# Diversity Awareness

- Diversity awareness is one's ability to embrace the uniqueness of all individuals along several dimensions such as race, religious beliefs, ethnicity, age, gender, physical abilities, political beliefs, and socio-economic status.
- **Diversity** in the **workplace** is **important** for employees because it manifests itself in building a great reputation for the company, leading to increased profitability and opportunities for workers. **Workplace diversity** is **important** within the organization as well as outside.



# Why is Diversity Awareness Important

- We can learn from one another, but first we must have a level of understanding about each other in order to facilitate collaboration and cooperation.
- Having different view point from different cultures and backgrounds allows every to growth and understand things in new and exciting ways.
- Accepting differences only leads to better teamwork and developing better ideas.

# Creativity

- Creativity is the use of the imagination or original ideas, especially in the production of an artistic work.
- **Creative business** ideas set companies apart from one another. Without **creativity** and innovation, every company would follow the same patterns in marketing/promotion, technique, or even the goods and services they may be selling.
- Without creativity in businesses there would be no new great ideas to improve in quality each year.

# Creativity

- Creativity allows business to create ideas in their images.
- Creativity is based on expressing yourself and allowing others to accept your view points.
- A lot of creativity comes from diversity and different backgrounds.
- Always use for creativity for positive gains instead of negative results.
- Lastly, don't afraid to take chances a show your creativity. Just make sure you are respectful and responsible with your creativity.