

Conflict Management

Competency Statement Examples

Definition: Supports the process for two or more parties to reach a peaceful resolution to a conflict; anticipates, diffuses and resolves conflicts in a practical and constructive manner in order to achieve results; inspires and fosters team commitment, pride, and trust.

Academic Programs/Services

Job Family: Educational Programs/Services

Job Path: Educational Program Leadership

Job Template: Educational Program Manager 2/M6

Proficient	Advanced	Expert
<p>Considers, is aware of, and respects differences, diverse perspectives, and backgrounds when communicating with assigned personnel to promote a positive working environment.</p> <p>Remains objective when listening to employee concerns and conflicts. Collects facts surrounding the situation(s) to identify and define the conflict.</p> <p>Leads by example by promoting calm and cooperative energy while resolving conflicts.</p> <p>Exercises flexibility, compromises, and collaborates with affected personnel to resolve conflicts and facilitate consensus.</p>	<p>Employs several conflict resolution strategies (e.g., accommodating; compromising; collaborating) to diffuse and resolve personnel conflicts.</p> <p>Recognizes own biases and personal conflicts of interest. Remains objective and escalates/utilizes external guidance (e.g., University Ombudsman) if there is risk of bias impacting a decision.</p> <p>Identifies and addresses the emotions of personnel in conflict, while maintaining their own emotions during the conflict resolution process.</p> <p>Aligns the interests and goals of personnel in conflict, and guides individuals toward consensus and shared understanding.</p>	<p>Researches and analyzes conflict resolution and mediation strategies. Utilizes research and experience to anticipate and resolve personnel conflict, selecting different methods depending on the nature of the conflict.</p> <p>Engages in challenging conversations respectfully, remaining unbiased, objective, and trustworthy. Approaches conversations with a solutions-focused perspective.</p> <p>Identifies tension and potential conflicts before they occur. Engages in proactive resolution, mediation, and de-escalation strategies to ensure a positive working environment, and avoid a negative impact on departmental productivity and efficiency.</p> <p>Identifies and communicates shared goals and areas of agreement to defuse volatile and complex conflicts. Promotes an environment of resolving conflict through collaboration.</p>

Library

Job Family: Library Services

Job Path: Library Support

Job Template: Library Assistant 3 – Manager/M5

Proficient	Advanced	Expert
<p>Recognizes and diagnoses conflicts amongst direct reports. In collaboration with personnel, designs and implements solutions and/or corrective actions.</p> <p>Encourages inclusivity and open communication with direct reports.</p> <p>Engages in calm, open-minded dialogue with distressed patrons.</p>	<p>Manages conflicts and disagreements amongst direct reports through active listening, open communication, mediation, and compromise.</p> <p>Supports differences of opinion, while working collaboratively with personnel to resolve conflicts constructively by encouraging open communication, collaboration, and compromise.</p> <p>Identifies and addresses the emotions of patrons in conflict, while controlling their own emotions during conflict.</p>	<p>Identifies potential areas of conflict proactively and engages in challenging conversations, with the goal of eradicating conflict before it impacts the unit’s productivity and ability to reach goals and targets.</p> <p>Develops and implements plans and procedures to equitably resolve conflicts, utilizing research-based conflict resolution and mediation strategies. Ensures consistency in addressing conflicts and issues.</p> <p>Develops a comprehensive guide of common patron conflicts, and provides to personnel (i.e., Library Assistants). Steps up to conflict with patrons, and supports personnel during conflict to diffuse the situation and reinforce a trusting, positive working environment.</p>