

UIC

2008 Bringing Administrators Together Conference

Addressing Conflict and Managing
Stress in the Workplace

UIC - Forum

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Essentials of Conflict

- Normal
- Natural
- Unavoidable

Perceptions of Conflict

Conflict Redefined

A misalignment of

GOALS

Sources and Types of Conflict

- EXTERNAL – events occur outside of the individual
- INTERNAL – specific to the individual
- POSITIVE
- NEGATIVE

Conflict can be:

- **INTRAPERSONAL** – comes from within and results from role ambiguity
- **INTERPERSONAL** – between 2 or more people with no apparent common ground or poor communication
- **INTEERGROU**P – between groups (turf wars and politics)

Diagnosing Conflict

- CLARIFY; issues
- IDENTIFY; stakeholders
- ASSESS; conflict sources

Managing Conflict

- Preserve Dignity and Self- Respect
- Listen Actively and With Empathy
- Find Common Ground (you cannot force change)
- Honor Diversity
- Be Aware of Biases

Benefits of Managing Conflict

What are the benefits you see for

Managing Conflict?

Stress Defined

- An imbalance (perceived or real) between what is being asked and what one believes they can deliver



Sources of Stress

- Job
- Roles and Responsibilities
- Relationships
- Climate
- Career Development

3 Manifestations of Stress

- **BEHAVIORAL** – most visible and easiest to see with the naked eye
- **PSYCHOLOGICAL** – able to be seen and become more apparent over time
- **PHYSIOLOGICAL** – can produce fatal results

Holmes-Rahe Life Stress Inventory

Stress Management Tactics

- KNOW THYSELF
- BUILD POSITIVE UP AND DOWN TIME
- UNDERSTAND YOUR EMOTIONS
- LEARN TO BREATHE
- BE GOOD TO YOURSELF
- KEEP A SCORECARD
- AVOID SELF-MEDICATION
- SHARE
 - HAVE FUN

THANK YOU

Questions and Answers

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