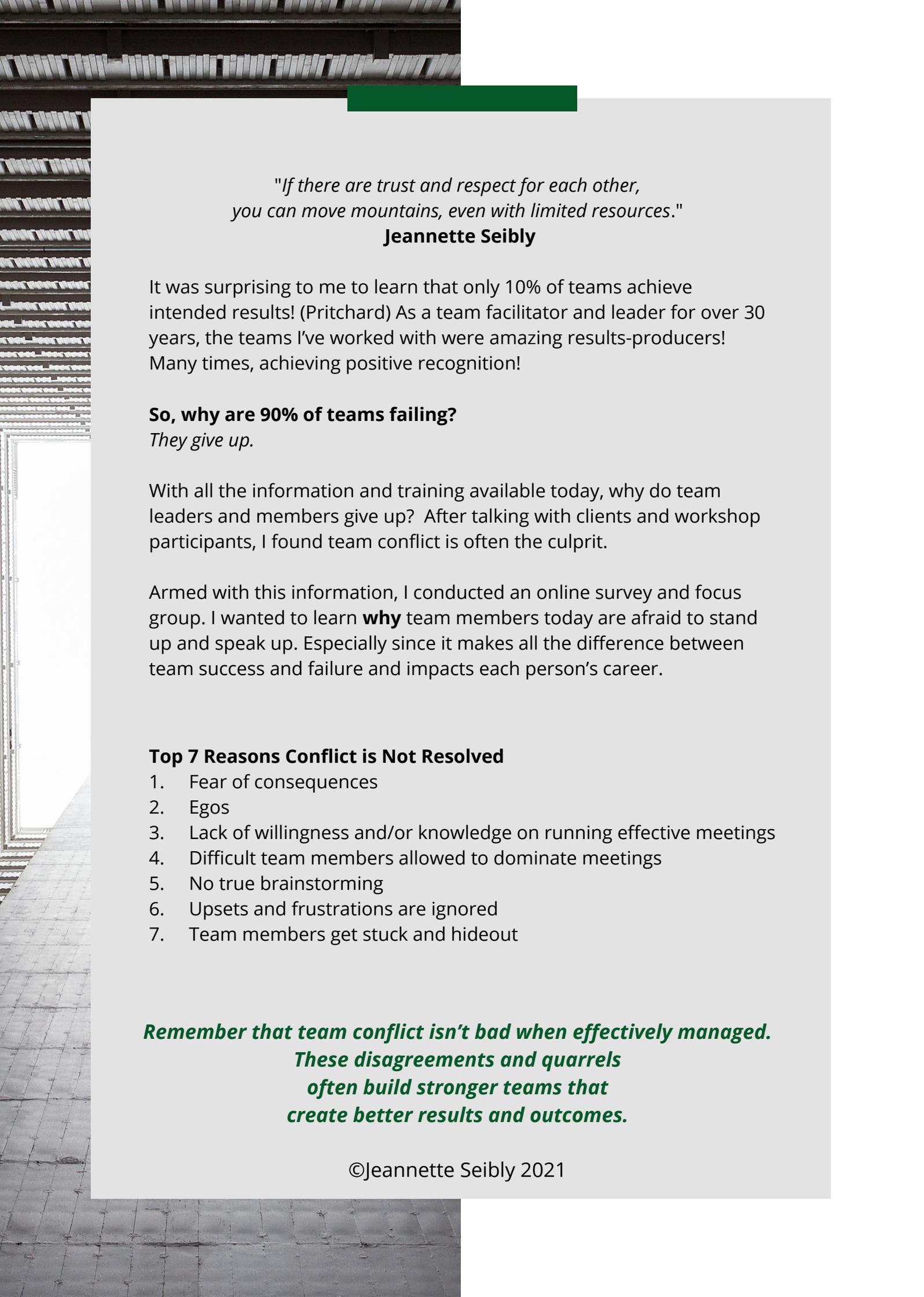




7 Reasons Why Teams Don't Resolve *Conflict*

Jeannette Seibly





*"If there are trust and respect for each other,
you can move mountains, even with limited resources."*

Jeannette Seibly

It was surprising to me to learn that only 10% of teams achieve intended results! (Pritchard) As a team facilitator and leader for over 30 years, the teams I've worked with were amazing results-producers! Many times, achieving positive recognition!

So, why are 90% of teams failing?

They give up.

With all the information and training available today, why do team leaders and members give up? After talking with clients and workshop participants, I found team conflict is often the culprit.

Armed with this information, I conducted an online survey and focus group. I wanted to learn **why** team members today are afraid to stand up and speak up. Especially since it makes all the difference between team success and failure and impacts each person's career.

Top 7 Reasons Conflict is Not Resolved

1. Fear of consequences
2. Egos
3. Lack of willingness and/or knowledge on running effective meetings
4. Difficult team members allowed to dominate meetings
5. No true brainstorming
6. Upsets and frustrations are ignored
7. Team members get stuck and hideout

***Remember that team conflict isn't bad when effectively managed.
These disagreements and quarrels
often build stronger teams that
create better results and outcomes.***

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3 Ways to Resolve Conflict and Achieve Intended Results

1. It Starts at the Very Beginning!

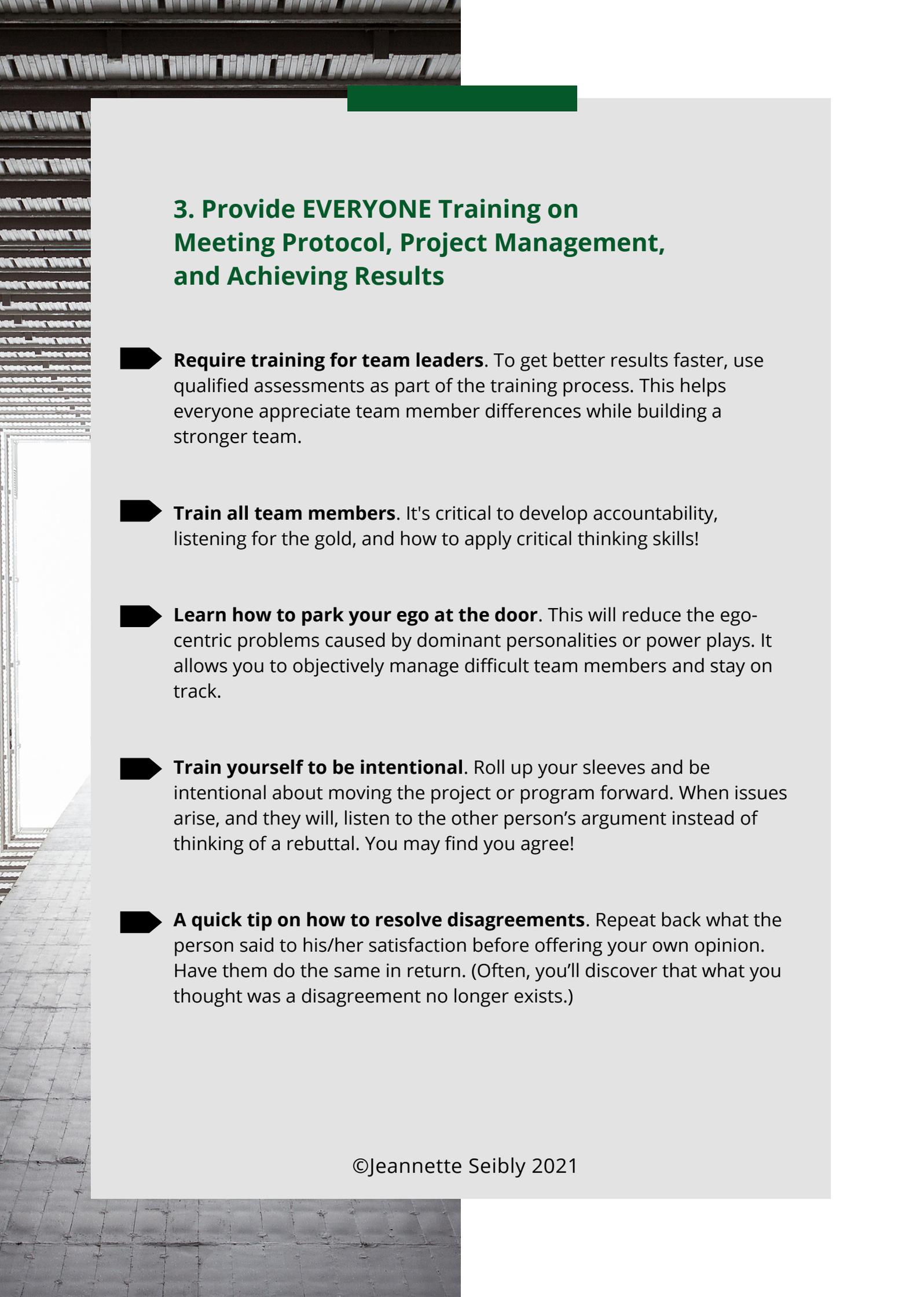
- **Get buy-in or risk lack of interest.** At the very beginning of a project or program, review (or create) the goal, timeline, budget, and purpose (why are we doing this?). This is the most important time to get buy-in from all team members. If you don't, you will experience team conflict throughout the project or program.
- **Set an example by calling on everyone using their first name.** This tactic has people feel included in the project or program. Now they are more willing to be collaborative and open to creating new solutions.
- **Be transparent and accountable.** Set up an accessible communication board for all team members. Use for posting agendas, write-ups from meetings (aka minutes), and who's accountable for each task and committee. Don't forget to track progress to ensure the goal is on target to meet milestones and goal completion.



2. True Brainstorming is Key!

- **Brainstorm ideas, solutions, and how to resolve issues.** This very important practice engages team members. When done right, it encourages them to share insights and experiences without fear of judgmental comments or ridicule from others.
- **Encourage candor, whether you are the team leader or not.** Ask clarifying questions when needed and value each person's responses. Call on each team member to ensure everyone has a chance to speak. Allow them to say, "pass" if they have nothing to add. To manage time, remind team members they have 3 minutes each.
- **Don't make any decisions without hearing from everyone.** Remember, some of the lamest ideas can inspire the best results and outcomes!





3. Provide EVERYONE Training on Meeting Protocol, Project Management, and Achieving Results

- **Require training for team leaders.** To get better results faster, use qualified assessments as part of the training process. This helps everyone appreciate team member differences while building a stronger team.
- **Train all team members.** It's critical to develop accountability, listening for the gold, and how to apply critical thinking skills!
- **Learn how to park your ego at the door.** This will reduce the ego-centric problems caused by dominant personalities or power plays. It allows you to objectively manage difficult team members and stay on track.
- **Train yourself to be intentional.** Roll up your sleeves and be intentional about moving the project or program forward. When issues arise, and they will, listen to the other person's argument instead of thinking of a rebuttal. You may find you agree!
- **A quick tip on how to resolve disagreements.** Repeat back what the person said to his/her satisfaction before offering your own opinion. Have them do the same in return. (Often, you'll discover that what you thought was a disagreement no longer exists.)

Jeannette Seibly is The Leadership Results Coach. She has been an award-winning executive coach, management consultant, and keynote speaker for over 28 years. She is an expert in guiding leaders and their teams to get unstuck and achieve dynamic results. Contact Jeannette for a confidential conversation.



A Note about Resolving Team Conflicts from Jeannette

Team conflicts can be disheartening to the strongest of team leaders and facilitators. But team conflicts can produce intended results when managed with intention. There are many training and coaching programs available to develop the skills required for conducting effective meetings.

If you are uncertain how to get started, contact me and we'll start the conversation to get you focused.

***I've been running meetings that have produced unprecedented results for over 30 years and can help you do the same!
These changes will save your career and business!***

