Managing Personalities and Conflict

- Communication
- Personalities
- Generations
- Resolution
- Conflict

Institute of Child Nutrition
Resources • Training • Research
Let’s Take a Survey
A person’s identity is not defined by a stereotype, attitude, or behavior.
Personality

The qualities a person develops

- Values
- Attitudes
- Memories
- Relationships
- Habits
- Skills
Consciously and unconsciously
Matter of life or death
Based on various characteristics
Basis for how we treat people
Can have negative results
  - Stereotypes
  - Prejudice
  - Discrimination
Stereotypes

• Believing all people (in groups or with similar characteristics) will behave or react the same

• Develop over a lifetime

  • Experiences
  • Skewed information
  • Another person’s perception

• Negative or positive
Biases

• What causes us to feel or show special treatment in favor or against a person or group of people

• At least two forms
  • Explicit bias: deliberately form & easy to express
  • Implicit bias: involuntary & unaware it exists
Explicit Bias

• Attitudes and beliefs we have about a person or group on a conscious level

• Realize we make decisions and judgments based on them
Implicit Bias

- Also known as unconscious bias
- Unaware of or unclear of their origins but can negatively affect you or others
- Be mindful
Let’s Take a Survey
One or both parties not getting what they need or seeking own goals
Diversity in the Workforce

• Socioeconomic status
• Educational backgrounds
• Religions
• Ethnicities
• Languages
• Generations
• Personalities
Non-Productive Behaviors

• Negatively affect the progress
  • Repeat offenders
  • Unintentional offenders

• Behavior that inhibits the overall productivity in the workplace

• May actually be producing work
  • Do, say, or suggest ideas that create issues
Other Causes of Conflict

- Miscommunication
- Lack of cooperation
- Differences over method or style
- Value or goal differences
- Authority issues
- Low performance
Let’s Take a Survey
Destructive Conflict

• Unable to work on what is most important
• Energy is diverted
• Healing is not fostered
• Destroys morale
• Reinforces poor self-concept
Attitude

• Overall way you relate to the outside world
• Impacts how we handle situations

silver lining

expect the worst
Questions