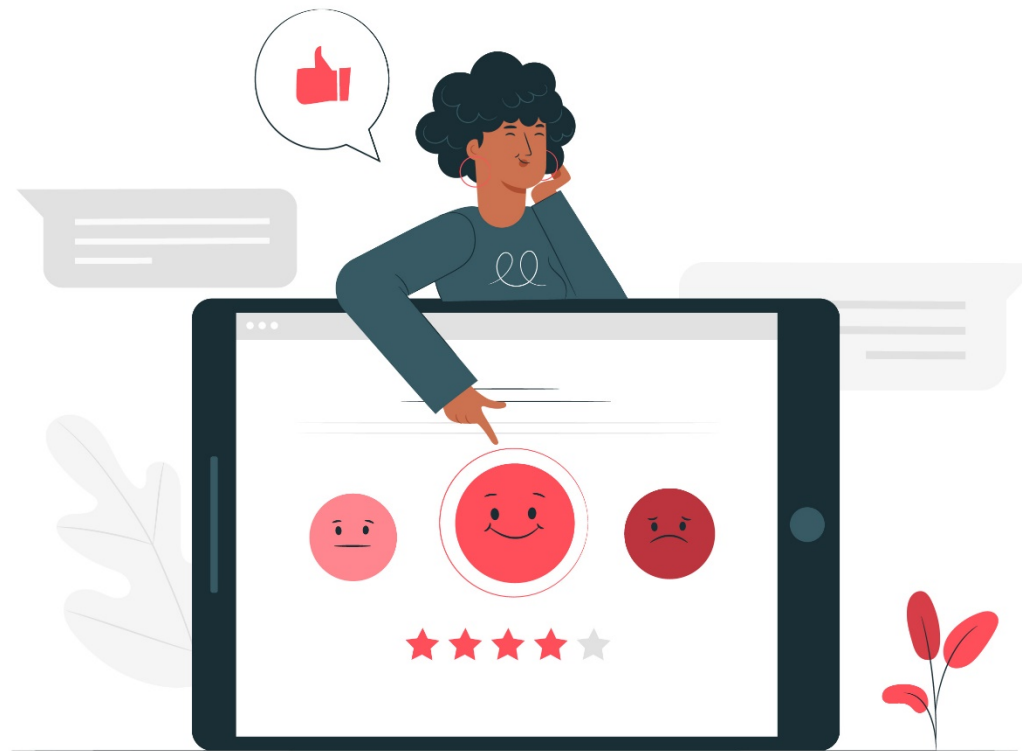


Managing Personalities and Conflict



Let's Take a Survey



Recognizing Individuals as a Whole

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



Categorizing

- 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

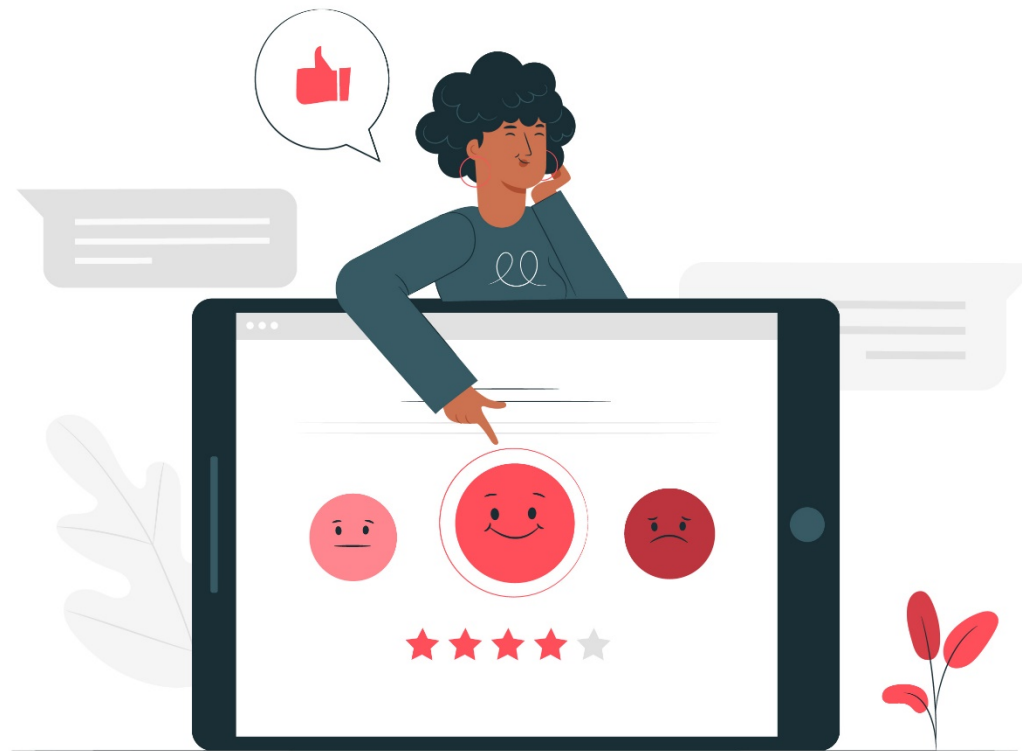


Implicit Bias

- 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



Conflict in the Workplace

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

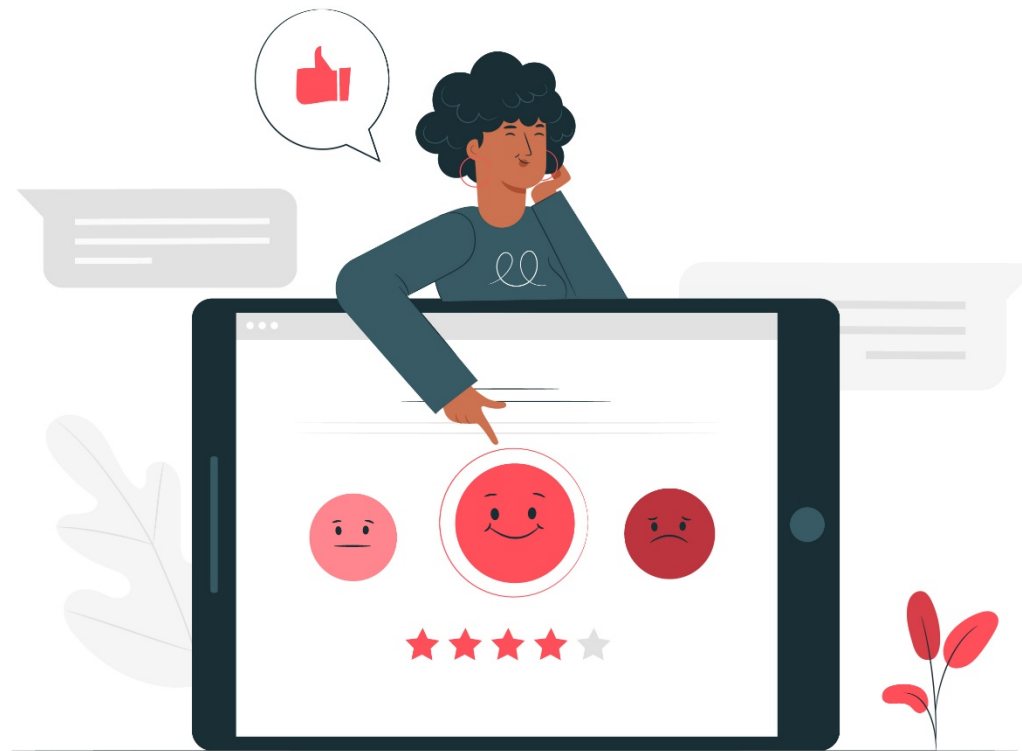


Other Causes of Conflict

- Miscommunication
- Lack of cooperation
- Differences over method or style
- Value or goal differences
- Authority issues
- Low performance



Let's Take a Survey



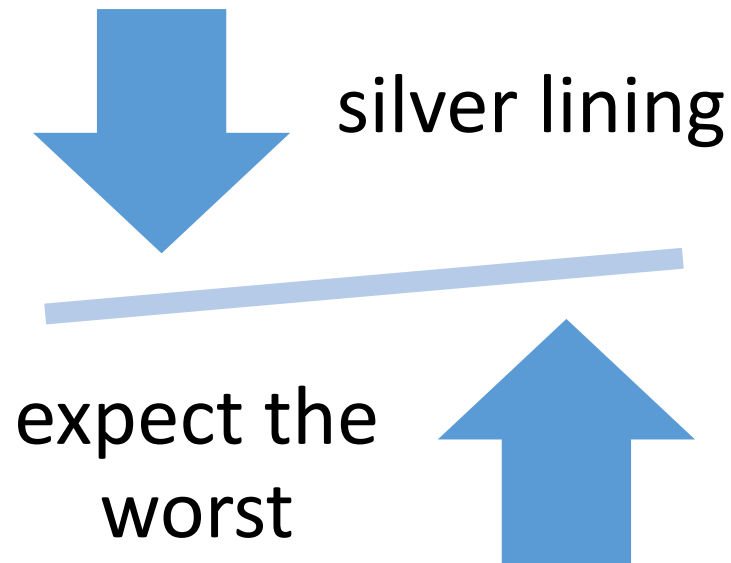
Destructive Conflict

- 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



Questions

