CONFLICT
Individuals and interactions over processes and tools
For each of the five scenarios, you will:

1. Identify which response most matches your reaction
2. **Move** to that part of the room
3. Discuss with others there the pros/cons of your response for 2 minutes
4. Keep track of your most common corners.
Your teammate leaves early on Friday after breaking the build. You...

A - Call them to pair on a fix via the phone
B - Tell the team about the issue and work late to fix it
C - Stay late to fix the broken build, and don’t tell anyone to avoid the heated conversation
D - Call them and tell them they should come back and fix it
E - Call them to agree that you’ll stay late to fix the build and they’ll work the weekend on your story
You’re in planning, and feel like tech debt is at a breaking point and needs to be your team’s first priority. The Product Owner wants the team to build new features. You…

A - Spend the rest of the meeting getting everyone’s opinion
B - Agree to the new features. The PO thinks they know best
C - Stay silent and don’t participate in the discussion
D - Speak your mind, and fight for tech debt work
E - Split the team’s limited time and agree to do tech debt along with the new feature work
Production is down! It’s all hands on deck to get back online ASAP, and a team member suggests a new unexplored alternate approach to try to restore the system. You...

A - Round everybody together to discuss the alternate approach for 15 minutes
B - Immediately support the new idea
C - Be quiet and let the team member try to get others on board
D - This is do or die, we don’t have time to be trying new things
E - Give them only 15 minutes to try their idea before going with the original plan
Your partner has **left a mess** in the kitchen … again! You’re **sick** of cleaning the plates and the ants. You...

A - Spend the rest of the evening **talking about why** they’re messy
B - Sigh and tell them you’re upset, telling yourself to **always** plan 30 extra minutes to clean the kitchen for them
C - **Don’t say anything** and clean for them. Maybe it won’t happen again.
D - This needs **to stop**. They need to clean the mess tonight.
E - Talk about **give-and-take** strategies to share the cleaning for their messes.
After you protest against immigration restrictions, your Uncle starts evangelizing aggressive borders at your family’s holiday dinner. You…

A - Ask others at the table what they feel
B - Nod your head as you won’t have to see him again for a while
C - Play with your food and keep your mouth shut
D - Start debating the dangers of closed borders. You need to change his mind.
E - Engage in the conversation, knowing you’ll leave agreeing to disagree.
Go to your most common corner
1. What themes were in your reactions?
2. Did you react the same to work v. home?
Resolving Conflict
Circle of Conflict

Data conflicts are caused by:
- Lack of information
- Misinformation
- Different views on what is relevant
- Different interpretations of data
- Different assessment procedures

Interest conflicts are caused by:
- Perceived or actual competitive interests (content, procedural or psychological)

Relationship conflicts are caused by:
- Strong emotions
- Misperceptions or stereotypes
- Poor communication or miscommunication
- Repetitive negative behavior

Structural conflicts are caused by:
- Destructive patterns of behavior or interaction
- Unequal control, ownership or distribution of resources
- Unequal power and authority
- Geographic, physical or environmental factors that hinder cooperation
- Time constraints

Value conflicts are caused by:
- Different criteria for evaluating ideas or behavior
- Exclusive intrinsically valuable goals
- Different ways of life, ideology and religion
Structural Conflicts

- Destructive patterns of behavior
- Unequal power/authority
- Geographical, physical, environmental, or temporal constraints
- Misused agile ceremonies
- Hierarchy vs. team responsibilities
Value Conflicts

- Different **criteria** for evaluating
- Diverse ways of life, ideology, & **religion**

- Tech debt v. New features
- Dangling **commas**
Relationship Conflicts

● Strong emotions
● Misperceptions or stereotypes
● Code pairing
● Trust issues
Data Conflicts
● Lack of information
● Difference in interpretation of data
● Uses and misuses of Velocity
● Measuring Team performance
● Meaning of customer feedback
Interest Conflicts
● Perceived or actual competitive interests
● What’s good for me v. good for the team
● Salary constraints/limited resources
Circle of Conflict

Data conflicts are caused by:
- Lack of information
- Misinformation
- Different views on what is relevant
- Different interpretations of data
- Different assessment procedures

Interest conflicts are caused by:
- Perceived or actual competitive interests (content, procedural or psychological)

Relationship conflicts are caused by:
- Strong emotions
- Misperceptions or stereotypes
- Poor communication or miscommunication
- Repetitive negative behaviour

Structural conflicts are caused by:
- Destructive patterns of behaviour or interaction
- Unequal control, ownership or distribution of resources
- Unequal power and authority
- Geographic, physical or environmental factors that hinder cooperation
- Time constraints

Value conflicts are caused by:
- Different criteria for evaluating ideas or behaviour
- Exclusive intrinsically valuable goals
- Different ways of life, ideology and religion
Courage is mastery, not absence, of fear.

thingsweforget.blogspot.com
QUESTIONS?

Lieschen - @LieschenGQ
William - kammerssell@gmail.com
howtotrainaproductmanager.com