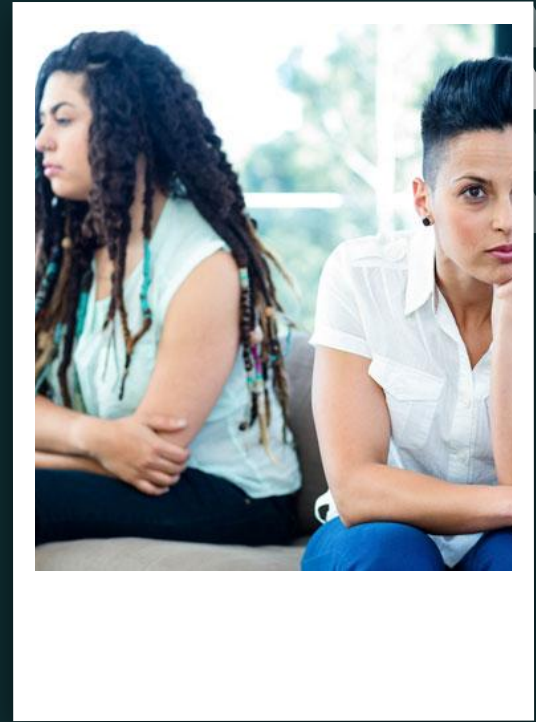
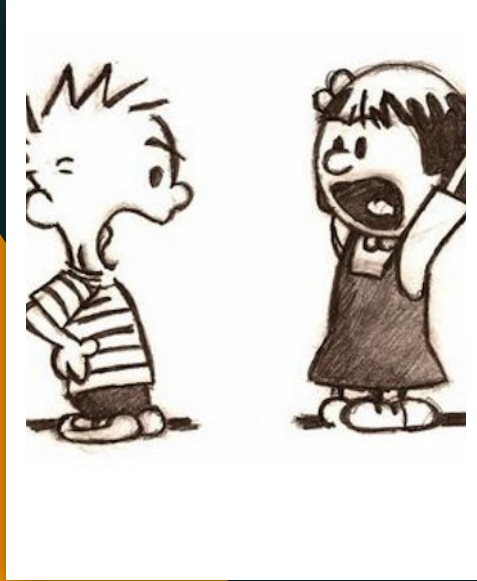


# CONFLICT



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**.

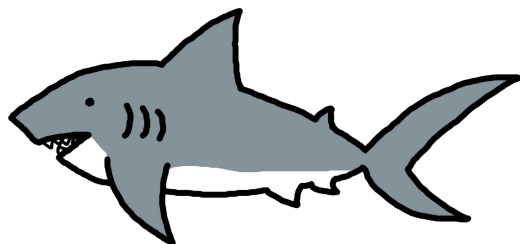
E - Engage in the conversation, knowing you'll leave **agreeing to disagree**.



Go to your most common corner

1. What **themes** were in your reactions?
2. Did you react the same to **work** v. **home**?

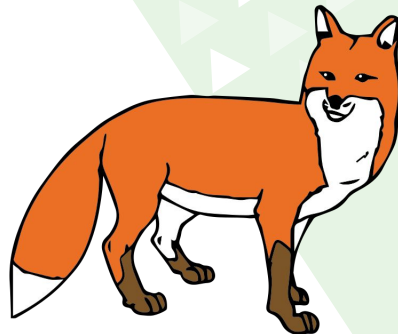
ASSERTIVENESS



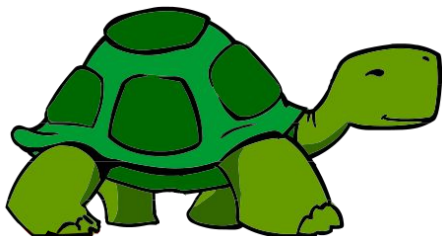
COMPETING



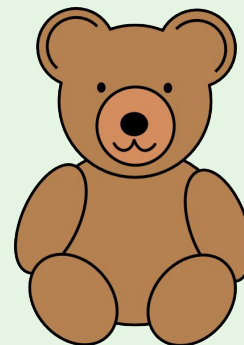
COLLABORATING



COMPROMISING



AVOIDING

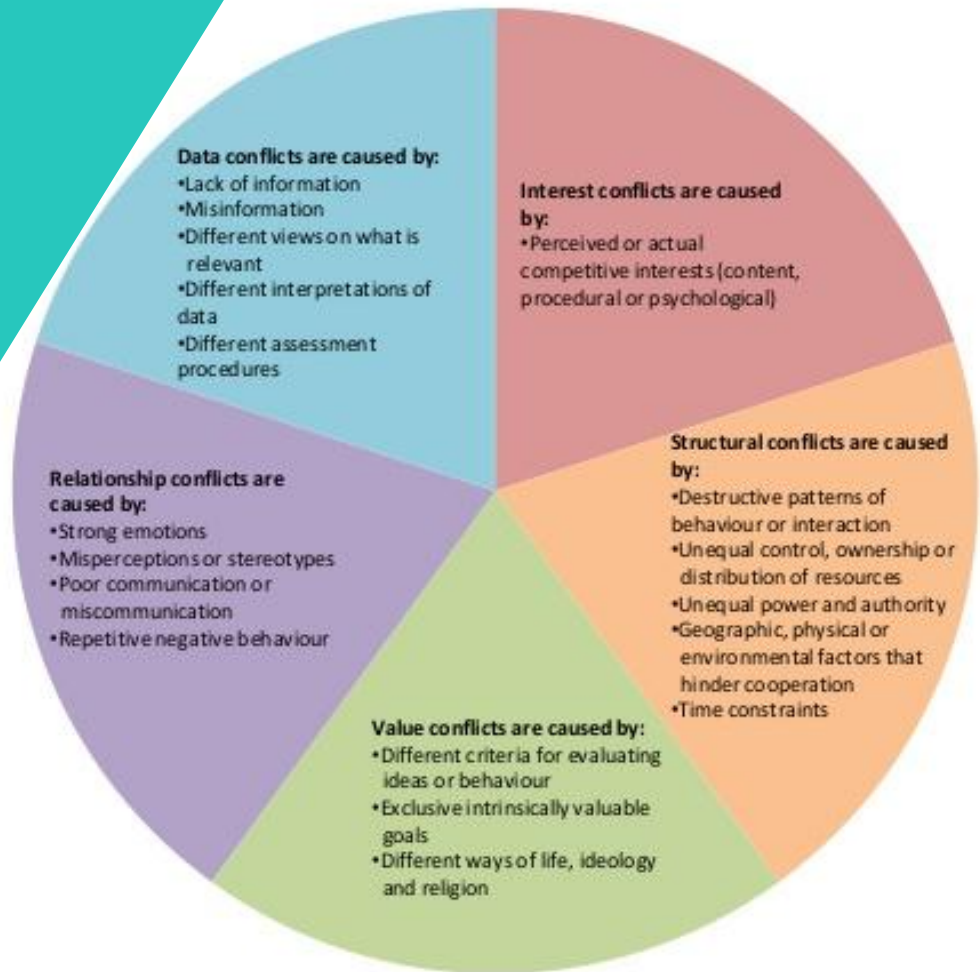


ACCOMMODATING

COOPERATIVENESS

# RESOLVING CONFLICT





# CIRCLE OF CONFLICT

# Structural Conflicts

- Destructive **patterns** of behavior
- **Unequal** power/authority
- Geographical, physical, environmental, or temporal **constraints**
  
- **Misused** agile ceremonies
- **Hierarchy** v. 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

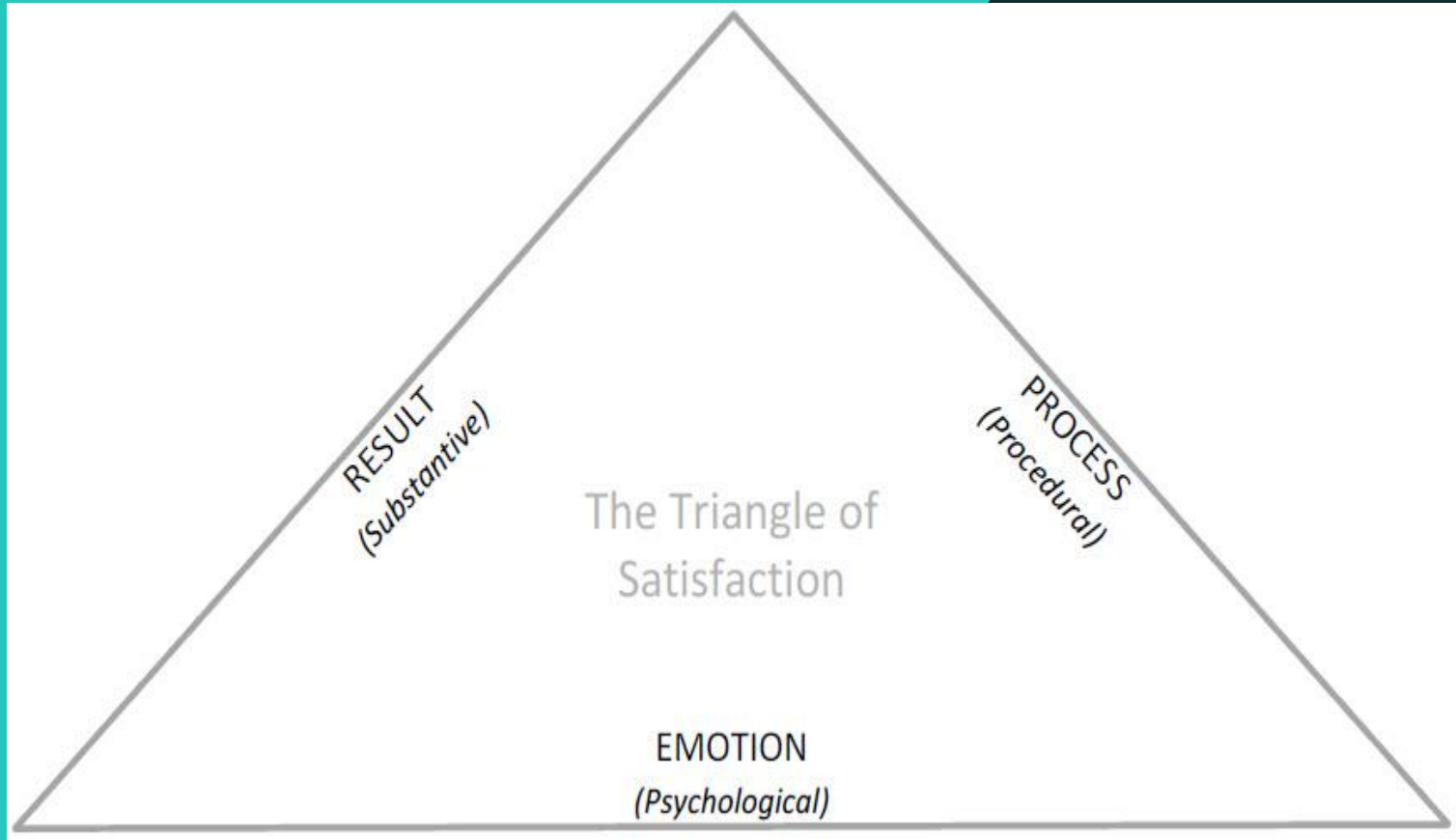


# Data Conflicts

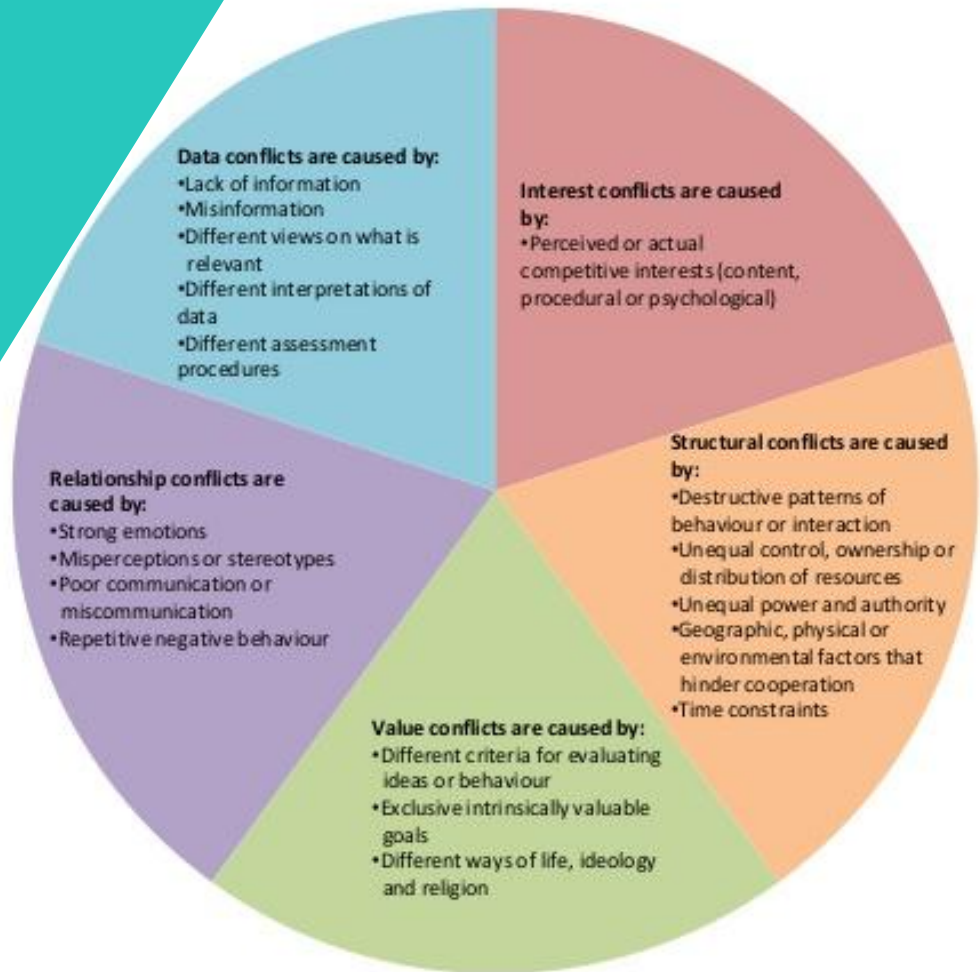
- Lack of information
- Difference in interpretation of data
  
- Uses and misuses of Velocity
- Measuring Team performance
- Meaning of customer feedback

## Interest Conflicts

- Perceived or actual competitive interests
- What's good for **me** v. good for the **team**
- Salary constraints/**limited** resources



From Moore, C. *The Mediation Process: Practical Strategies for Resolving Conflict*.



# CIRCLE OF CONFLICT



FEAR

**COURAGE  
IS MASTERY, NOT  
ABSENCE, OF FEAR.**

[thingsweforget.blogspot.com](http://thingsweforget.blogspot.com)




QUESTIONS?




Lieschen - @LieschenGO  
William - kammersell@gmail.com  
howtotrainaproductmanager.com

**SCALED AGILE**<sup>®</sup>  
Provider of SAFe<sup>®</sup>



# RESOURCES



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