

**Developing Conflict Resolution Skills in the Workplace**

Ed M. Krauss  
Teresa (Tammy) Martin-Kosier, Esq.  
Colleen Rosshirt, Esq.

The Supreme Court of Ohio  
**Dispute Resolution 18**  
CONFERENCE

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**What is Conflict?**



<https://www.youtube.com/watch?v=KYSTWVvzGZU>

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“Conflict exists when one person has a need of another and that need is not being met.”

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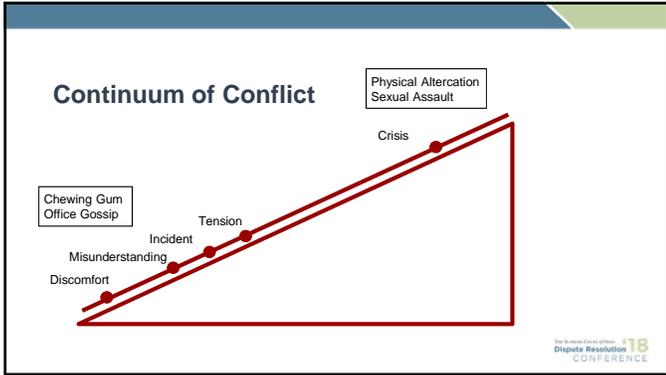
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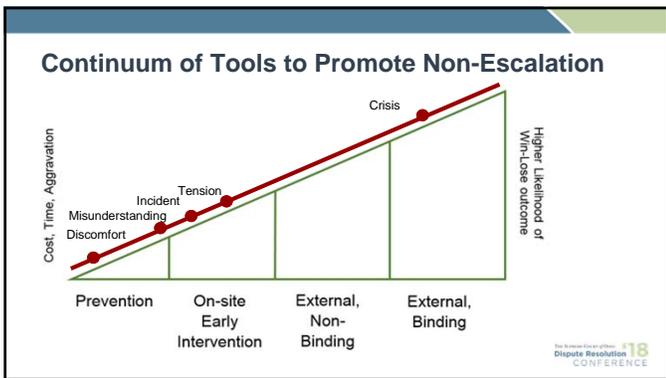
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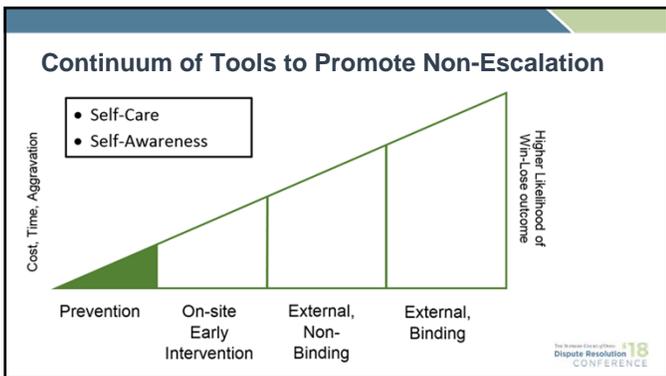
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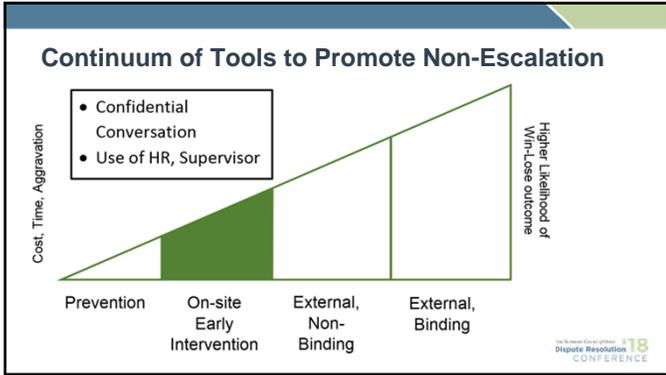
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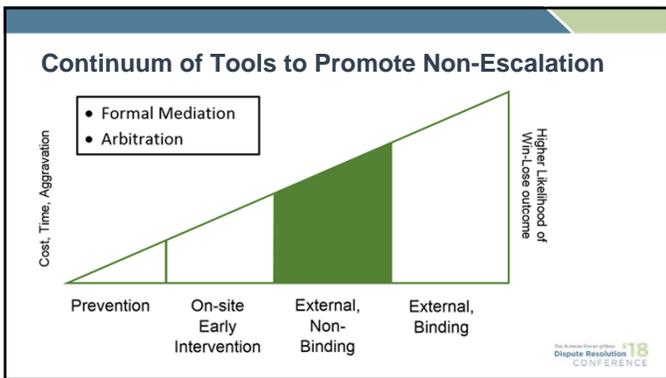
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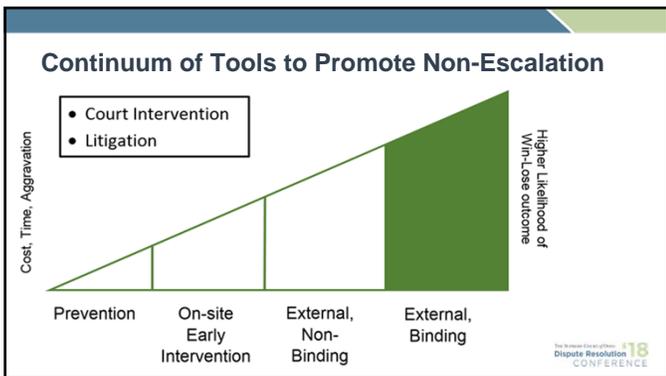
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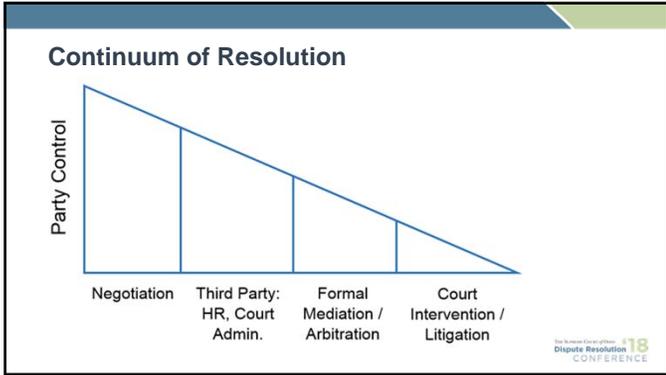
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### Problem Solving

<p><b>Constructive (and difficult)</b></p> <ul style="list-style-type: none"> <li>• Cool Off</li> <li>• Discuss</li> <li>• Listen to Hear</li> <li>• _____</li> <li>• _____</li> </ul>	<p><b>Destructive (yet typical)</b></p> <ul style="list-style-type: none"> <li>• Avoid</li> <li>• Leave</li> <li>• Explode</li> <li>• Report</li> <li>• _____</li> </ul>
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The American College of  
Dispute Resolution 18  
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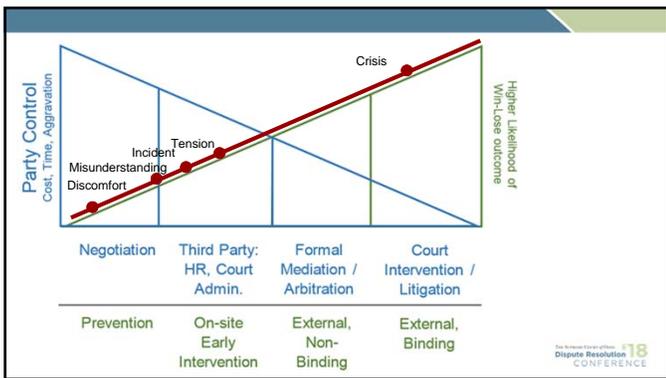
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*The single biggest problem in communication is the illusion that it has taken place.*

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**Contact Information**

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