

# CONFLICT SOLUTIONS

## Expert Advice to Resolve Workplace Discord

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## Divide and Resolve: Large Group Resolution

Mediating for two people is challenging enough. But when the tension spreads across an entire team you may feel like you're responsible for crowd control at a Grateful Dead show.

Luckily, you don't have to tame the mob empty-handed. We've been in this position often and know that with the right approaches, these situations can be transformed into productive processes. Among our favorites is listening subgroups.

### Problems with Large-Group Resolution

When a team gathers to resolve conflict, time becomes an enemy. Only one person can speak while everyone waits — often impatiently and rehearsing rebuttals — rather than listening.

So, when many participants want to speak (shout?) about a controversial topic, and no one feels heard, try listening subgroups.

Here's how:

- Clarify and take a stand. Frame the controversy as clearly as possible and have people indicate their "side".
- Pair people with someone holding an opposite opinion. Each pair then spends several minutes exchanging viewpoints.
- Flip the script by asking each person to present their partner's perspective to the group—and do it to their partner's satisfaction.

## Why It Works

This technique is simple but powerful because it:

- Gives everyone a voice.
- Builds understanding and empathy because you can't convincingly restate someone's point of view without listening.
- Softens polarization, as strident opinions are filtered through someone who holds an opposing view.

We've seen this technique break up debates otherwise stuck in an endless loop. While it's only one move in a broader resolution effort, it embodies much of what works: listening, calm, and clarity.

So, when you find yourself leading clashing colleagues, try breaking through by dividing and resolving. Of course, if the conflict feels too hot or complex to manage, In-Accord can help.

### In-Accord helps when:

- Employees are derailed by discord.
- Broken relationships create inefficiencies.
- Time and talent are wasted on infighting.
- Civility and trust have eroded.
- Opportunities and missed deadlines.
- Employment lawsuits loom.
- Management is sucked into the fray.

Find out more [here](#)



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