

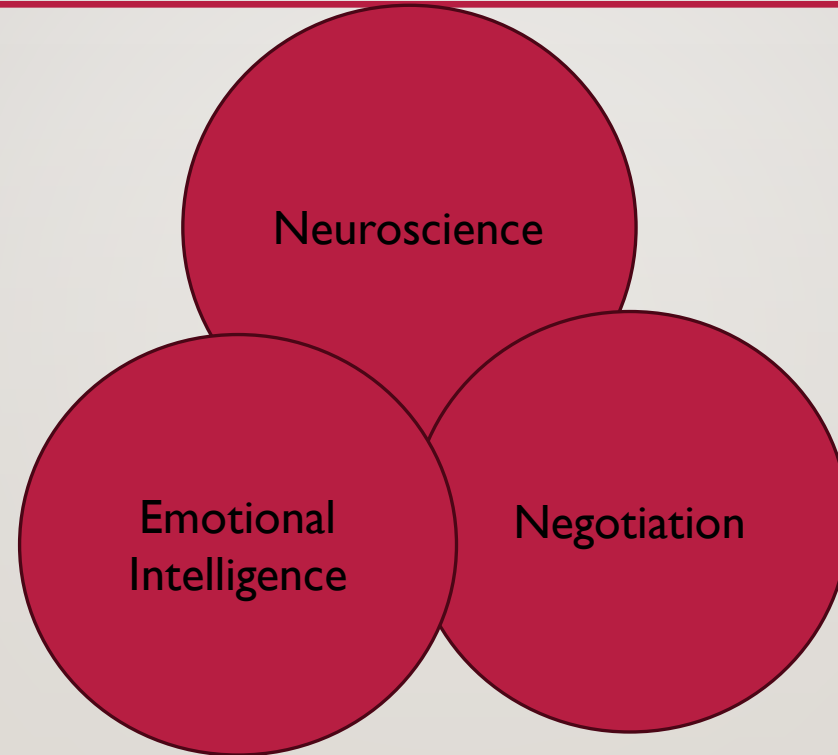
CONFLICT MANAGEMENT FOR RIM/IG PROFESSIONALS



ABOUT ME

- Born and raised in East Austin (It means I am a unicorn)
- 18 years of Records and Information Management experience
- Masters of Science in Interdisciplinary Studies
- Certified Records Manager, Credentialed Mediator, Mental Health First Aider
- Served on Austin ARMA Board for 5 years

CONFLICT MANAGEMENT IS INTERDISCIPLINARY



THE CONFLICT HEARD (AND SEEN) ROUND THE WORLD



Keep this in mind as we walk through the process!

CONFLICT TRIANGLE

- People
- Process
- Problem

MY STORY...RATED G VERSION

- Once upon a time there was a Records Manager and an IT Vice President...

THE FIVE CONFLICT STYLES

- Fox
- Teddy Bear
- Shark
- Owl
- Turtle

TIPS & TRICKS

- Know your conflict style
- Take 10
- Get clarity/Go to the heat
- Listen for Concerns
- Ask Open Ended Questions
- Use Neutral Language

Q&A?

