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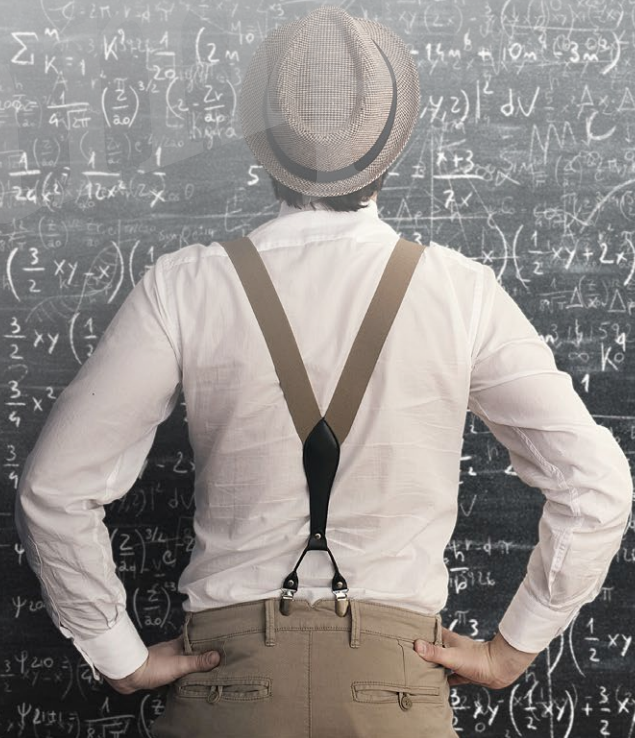
LESSON 2

ENTREPRENEURSHIP

CONFLICT-RESOLUTION STRATEGIES

Acknowledging and facing the issue

When an issue arises that has the potential to undermine the success of your entrepreneurial endeavor, it is important to face it. While ignoring it is often the easiest and most convenient solution, the problem will not usually resolve itself on its own; if you don't address it, it could become even bigger.



Here is a list of reasons why dealing with a problem can be beneficial:

🌟 **Preventing bigger problems**

As mentioned earlier, some problems can grow and become even bigger issues if they are ignored. Therefore, no matter how uncomfortable it might be, it is better to face them and try to deal with them as soon as possible.

🌟 **Building confidence**

If you face a problem and can overcome it, you will likely learn that you are able to handle difficult situations; your self-confidence can increase when dealing with similar issues that you may encounter in the future.



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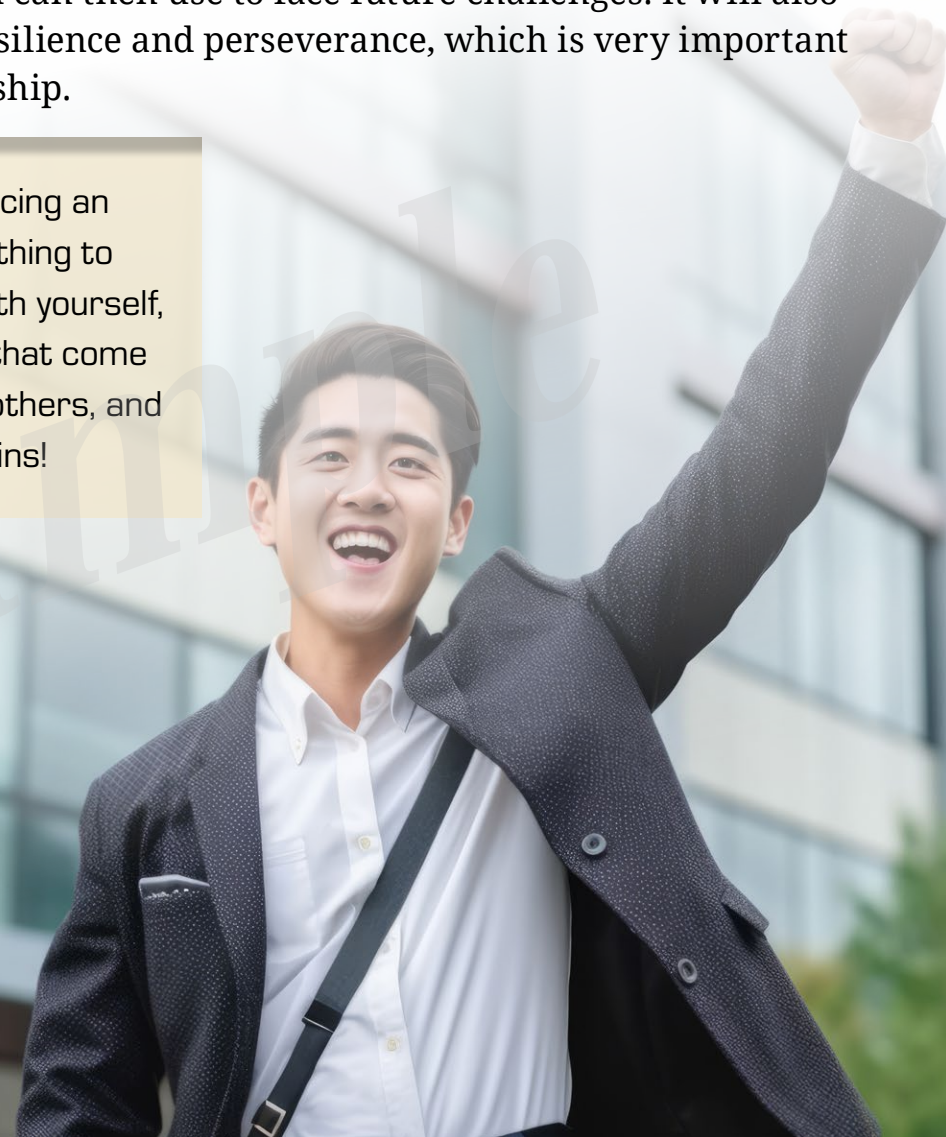
☀️ **Increasing well-being**

While ignoring problems can feel good for a while, it is likely that you will eventually start feeling stressed, anxious, or worried. If you face the problem, you are more likely to begin processing your feelings, ask for help, and feel proactive in solving the issue.

☀️ **Building problem-solving skills and resilience**

Facing a problem head-on will allow you to develop problem-solving skills, which you can then use to face future challenges. It will also increase your resilience and perseverance, which is very important in entrepreneurship.

Remember that facing an issue is not an easy thing to do. So, be patient with yourself, accept any feelings that come up, seek support in others, and acknowledge your wins!



Clarifying the issue

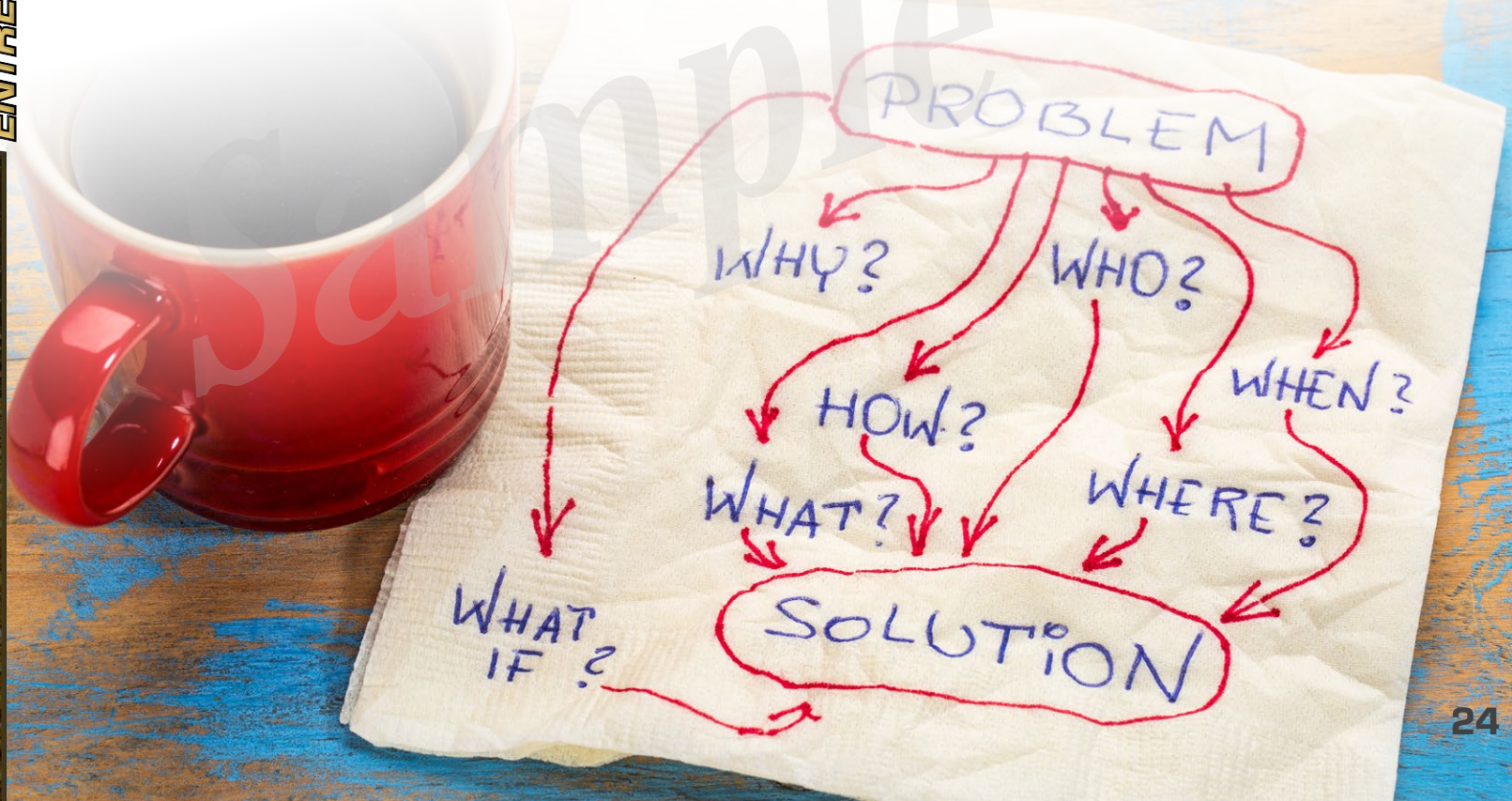
Before solving an issue, you must clarify it. What is causing it? Where is it coming from? Why is it an issue?

Let's look at some useful steps you can take to clarify any problem you may have!

STEP 1 Define the issue

Take some time to really define what the issue is. Explore what is bothering you and how it is affecting different aspects of your life.

Try to be as detailed and specific as you can. It can be helpful to write this down.



STEP 2 Explore influencing factors

Explore what underlying factors may be affecting the issue that you're facing. What is contributing to the problem? Are there other people involved? Are there other problems contributing to this main issue?

Understanding your problem and how it may be affected by other factors is an important step in coming up with a solution for resolving it.



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STEP 3 Talk to others

Talking to other people, even if they're not directly affected by the problem, can be helpful. Listening to different perspectives will provide you with a deeper understanding of the issue that you're facing; perhaps the solution is one you haven't even considered yet!



STEP 4 Create goals

Once you have defined the issue, explored different factors affecting it, and explored different perspectives, you can break down your problem into smaller, more manageable parts.

Create a goal for each component of your bigger issue!



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STEP 5 Prioritize

Once you have created goals, organize them based on their importance. Focus on the more urgent goals first.



STEP 6 Seek outside help

If you are struggling with any of these steps, don't be afraid to seek support from others. Ask them to help you understand what you are facing and ask for their feedback on what you have done, so far.

STEP 7 Review

Once you have gone through all the steps above, it's time to review your understanding of your issue. Is there anything that you still have doubts about? Does your issue make more sense now? Do you feel like you have a clearer path towards approaching the problem's solution?



Bring the parties together

Sometimes, the issue that you are facing is not only yours; it may involve other people as well. If that's the case, you cannot solve the problem on your own. You must bring the parties together and try to work as a team to find a solution.

In those moments, it is important to work collaboratively and practice your listening, communicating, and compromising skills.

Let's look at these three actions one by one!



1 *Listening*

When trying to solve a problem that involves other people, the first step is to listen. However, listening is not enough; you have to become an active listener. Being an active listener means not only hearing others' words, but also trying to understand things from their perspective.

Active listening is important to problem solving because it shows others that you respect them and empathize with their experience. Additionally, active listening is built on the idea that problems are solved better as a team; listening to others' perspectives on the issue is paramount to discovering the solution.



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2 *Communicating*

While being an active listener is important, being an assertive communicator is essential, as well. An assertive communicator explains their perspective and their view of the problem calmly, clearly, and with respect.

It is important to strive for an equal balance of listening and communicating when trying to solve a problem with others –you don't want to overpower the conversation with your perspective, but you also don't want your voice to get lost in a sea of viewpoints. It's important to strike a balance between listening and communicating effectively.



Through communication, misunderstandings can be cleared up, expectations can be set, and a common ground can be found. Good communication builds trust, respect, and a sense of collaboration towards the mutual goal of solving the problem.

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3 *Compromising*

Once all parties have listened to each other, communicated their perspectives, and settled on the best course of action towards resolving the problem, the next step is to compromise. Compromising is all about trying to meet as many needs as possible, while also making some reasonable sacrifices to meet in the middle with the other parties.

In order to compromise, you will have to be flexible and adapt to possible solutions, as well as be creative and think outside the box to come up with those new solutions.



Identifying solutions

Here are some steps outlining how to go about identifying your solution:

STEP 1 Brainstorm different solutions

Whether you are working on your own, or with others, it can be helpful to make a list of possible solutions to the same problem. This not only allows different perspectives to be represented, but also gives you multiple back-up plans in case the first solution does not work. It also keeps your mind flexible, which is important for problem-solving; you now have the opportunity to understand the problem at hand even better.



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STEP 2 Consider each possible solution

Once you have created a list of possible solutions, take time to go through each one and list out the pros and cons. Think about whether each solution addresses the full problem, or just parts of it. Ask yourself whether the proposed solution is feasible based on the time, cost, and resource requirements necessary to implement it.



STEP 3 Choose the best solution

Once you have broken down each solution based on its pros and cons, choose the best one. You can ask others for help if you are working on your own. If you are working with another team, this is the time to be flexible, creative, and compromise.



STEP 4 Create a step-by-step plan

Once you have chosen a solution, break it down and outline the steps you must take to make it a reality. Again, organize your solution based on urgency, and delegate tasks to others, if necessary. It is important to be realistic about the time each task will take.



Monitoring the resolution (to avoid future resurgence)

Identifying the solution is not where conflict resolution ends. In fact, an important aspect of conflict resolution is management. During this time of transition, it's not uncommon for additional conflicts to arise! Once you and your team have taken action to decide upon a solution, it's important to remember the following:

☀️ **Set boundaries**

In addition to finding a solution, it is important to set boundaries if you are working with a team. Create clear expectations for acceptable behavior and communication methods. In addition, create clear expectations for everyone's role within the team and the work that they are meant to do. This can seem a bit inflexible, but defining boundaries can help create a safe environment that isn't confusing and gives yourself and others the opportunity to thrive.



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☀️ **Check in**

Schedule regular check-ins with all the parties involved in the solution. This can take many forms, including a formal meeting or a casual conversation. During check-ins, you can monitor your own progress towards the solution, as well as the progress and concerns of others.

☀️ **Address issues promptly**

As is the case with confronting the original issue, if additional problems or concerns arise, face them head on, and as soon as possible, to keep them from escalating.



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🌀 Monitor progress

Be patient, as certain tasks may take time. At the same time, it is also important to be honest with yourself. If the solution does not seem to be working, ask yourself whether it's time to let go of this solution and consider another solution that was proposed. Remember, that's why you brainstormed a list of ideas instead of committing yourself to just one solution! While scrapping the entire solution might not be necessary, sometimes it is necessary to adjust.



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☀️ Reflect

Once your problem has been resolved, celebrate! Then, take some time to reflect on what went well and what things you could do differently next time. You should be proud of yourself for your effort and reassure yourself that each time you face an issue, you are working toward the goal of becoming a better problem-solver.

