



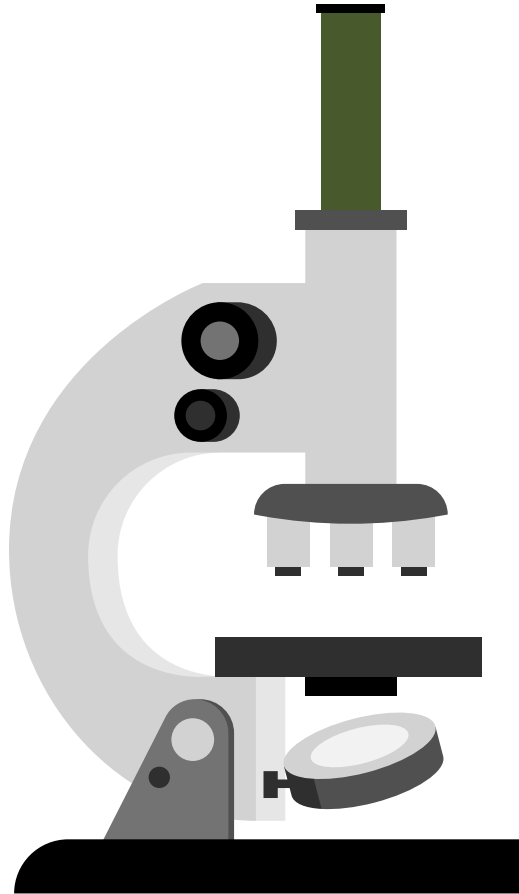
# Agenda

- Ingredients to managing and responding to conflict
  - Know What
  - Know Why
  - Know How
- Contact Points for support
- Resources



Know What

# Know your context, your underlying needs and concerns



## Type of conflict

### **Allocation of resources:**

Time, money, workforce

### **Roles and function:**

Unclear, not defined, not corresponding with change

### **Objectives:**

Conflicting, unclear, unrealistic

### **Structures and processes:**

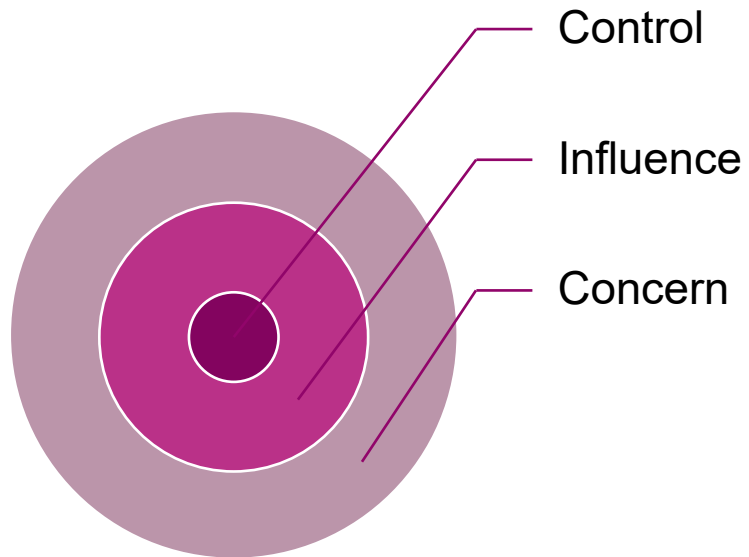
Of units, of processes, of decisions, of criteria

### **Interaction:**

Communication, behaviour

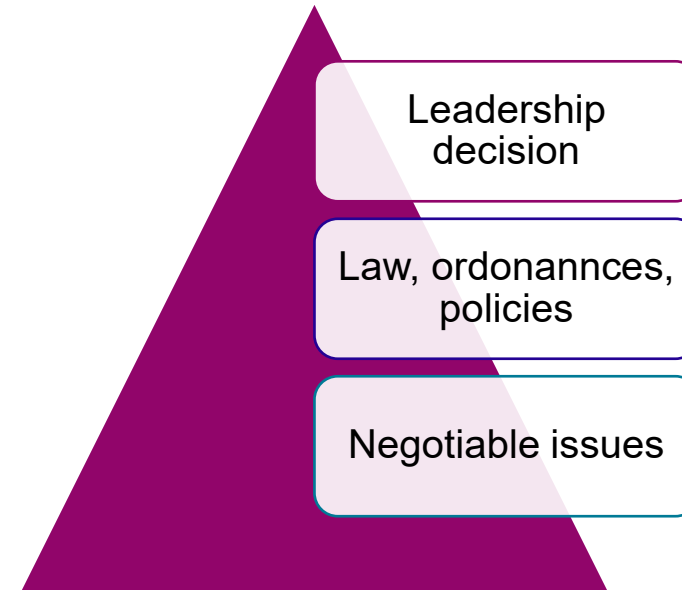
# Understand the situation

## Circle of Control / Influence / Concern



Covey 2005

## Level of conflict resolution



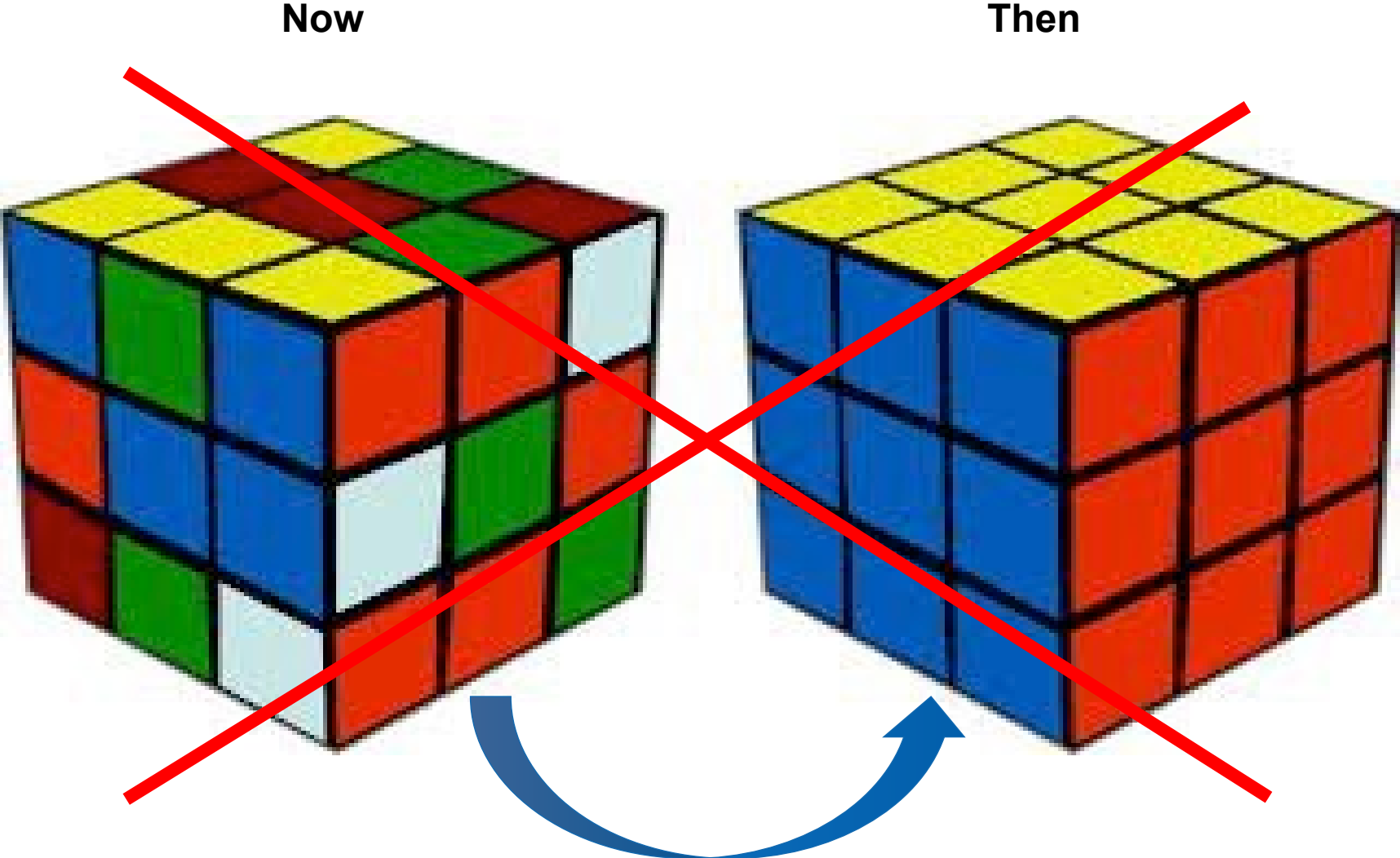
Ury 2016

# Clarity gives you the direction how to proceed

- Lose-lose
- Win-lose
- Compromise
- Win-win



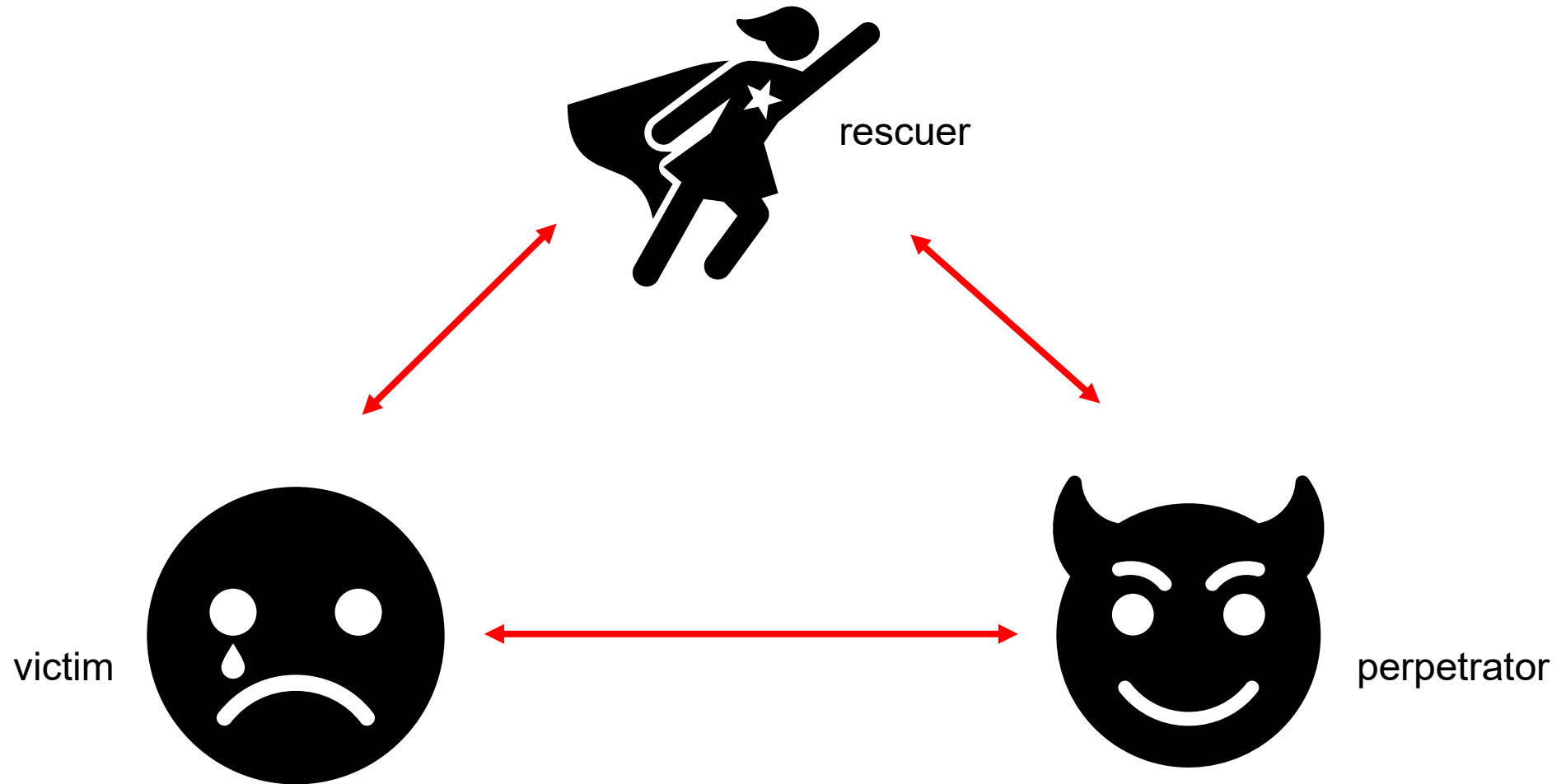
# Realistic goal setting – considering partial, provisional, phases



Know Why



Drivers for escalation:  
Blaming, shaming, demonizing, coalitions,...



Hostage of conflict dynamics - reaction on dynamics instead of action for needs  
feeling controlled by others, powerless, suffering

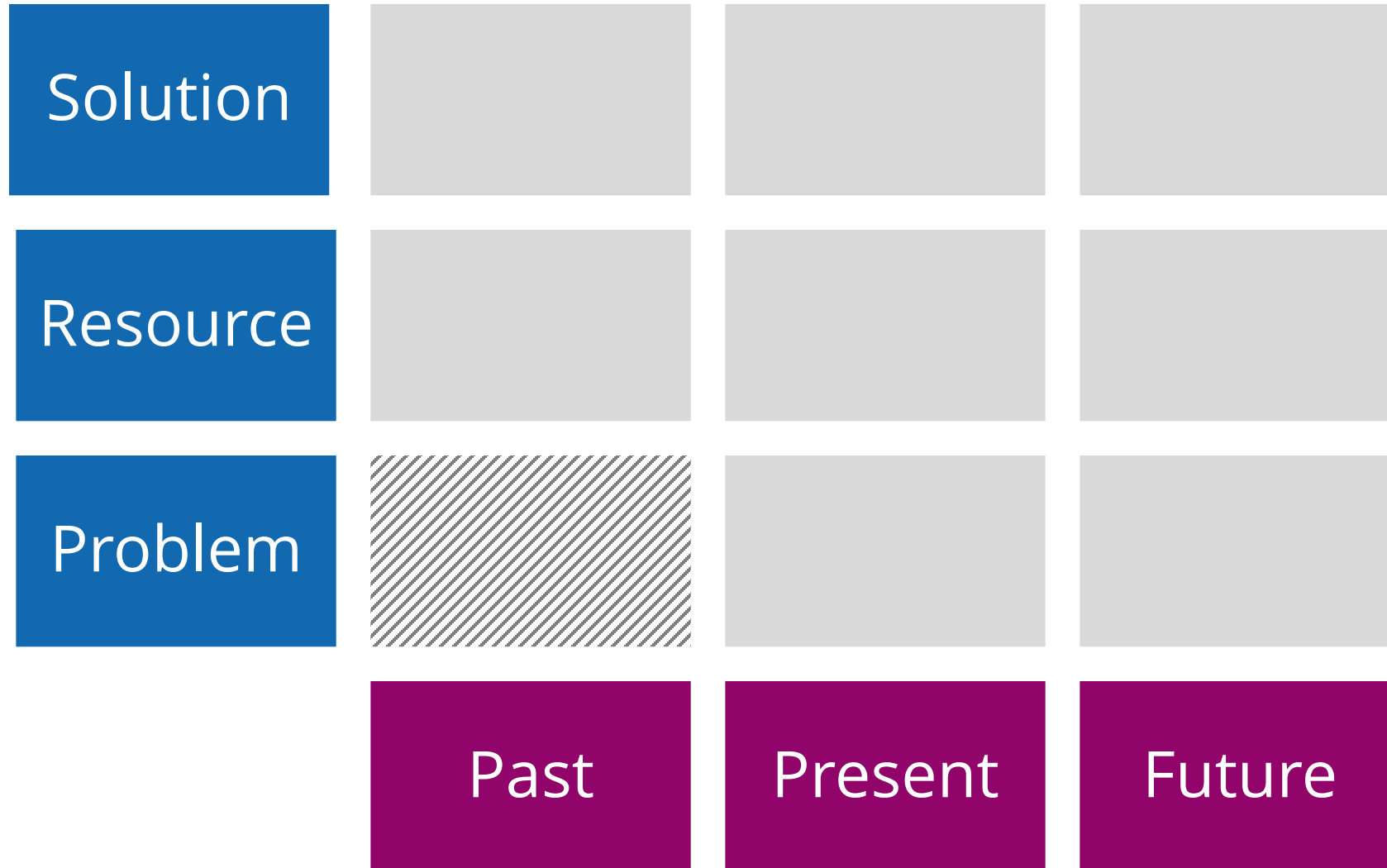


Know How

More than one perspective –  
importance of asking questions and talking about needs



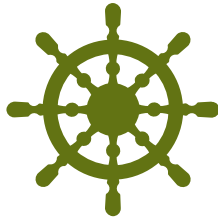
# Pick (any) structured approach to reflect, discuss, resolve



# Get support in reflecting, preparing, managing conflict

[Support when faced with inappropriate behaviour or conflict – Staffnet | ETH Zurich](#)

# ETH Zurich counselling and support points



## Internal

Respect Office  
Clarification Office  
Students' Counselling &  
Coaching Centre  
Threat and security management



## External

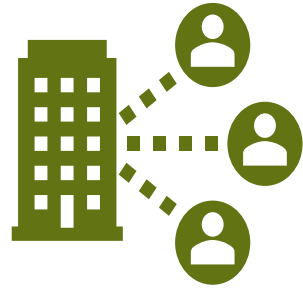
Ombuds  
Reporting Office  
  
Institute of Applied Psychology  
(IAP) – for employees



## University groups

VSETH Student Helpdesk  
AVETH Counselling  
Staff Commission for technical  
and administrative staff

# ETH Zurich counselling and support points (continued)



## Departmental contact points

D-CHAB: Counseling Helpdesk

D-EAPS: VAME Help!desk

D-GESS: Help!Point

D-HEST: Trusted Intermediary D-HEST

D-MATH: help@D-MATH

D-USYS: USYS Helpdesk

...



## Co-funded services

Nightline

Psychological Counselling Service

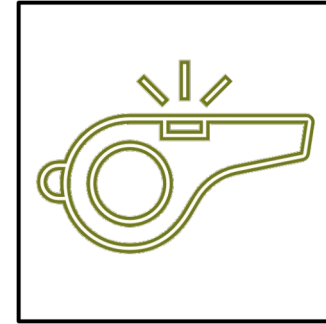


# ETH Zurich enabling anonymous reporting



## **Organizational development**

Statistics, but no case management



## **Whistleblowing Inappropriate Behaviour**

Case management if allegations are reasonably substantiated

<https://ethz.ch/staffnet/en/employment-and-work/consulting-and-coaching/support-inappropriate-behaviour-or-conflict.html>

## Shaping a positive and inspiring culture of collaboration at ETH Zurich together.

Live events, e-learnings, tips & tools and more:



RESPECT  
 REFLECT  
 RESPOND

[ETHZ.CH/RESPECT](https://ethz.ch/respect)

We  
appreciate  
your  
feedback!

German



English



- RESPECT
- REFLECT
- RESPOND

[ETHZ.CH/RESPECT](https://ethz.ch/respect)

# Resources

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Diversity & Collaboration

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