

NR 703 Week 3 Discussion: Conflict Resolution through Emotional Competence

Only when leaders integrate technical skills, goal-directed activities, and the ability to form meaningful relationships through emotional competence does optimal organizational effectiveness result.

Scenario:

A team of highly competent members has become adept at organizing and managing itself. The self-sufficiency of the team is appreciated by senior leadership who assumes the team can respond to challenges without support or guidance, given the team's legacy of success. Recent challenges incited the team to request assistance; when assistance was not provided, the team began to make independent decisions. The team members believed they were the only ones who understood their work and avoided asking for help. The leaders involved believed that no news equaled good news. Neither the leaders nor the team members considered their work within the context of the entire organization. As a result, the team's level of emotional competence decreased, along with their productivity.

Consider this scenario and address the following.

Identify three strategies to reduce friction and build unity between the parties using emotional competence as the framework.

Based on the scenario above, it appears that the team members of this team have fallen into the traps of few dysfunctions of the teams. This team does not appear to have trust among themselves, they have chosen to avoid conflict, lack commitment to the organization, and are avoiding accountability (Lencioni, 2002). There are a few strategies that this team can implement to help overcome this hurdle and return to their previous self of being a self-sufficient and