

# Before resolving any conflict: need to know whether it is Hot or Cold

In every field or sector, the leader will fall into many conflicts. Every conflict brings many challenges. But before thinking about anything, leaders should ask themselves whether the conflict is hot or cold?

## What is a hot conflict?

When more than two parties get emotional and do things like: being physically aggressive, speaking loudly; wild or threatening; not using proper language; appearing out of control and potentially explosive is called hot conflict.

## What is cold conflict?

When more than two parties seem like they are emotional or showing emotions, but appear “unemotional,” and are doing things like being physically withdrawn, muttering, turning away or otherwise deflecting contact; remaining silent and appearing frozen is called cold conflict.

Both of these conflicts are not constructive. Warm or cold conflicts are open for discussion but not inflamed with intense hostility and they are far away from productivity. You need skills to warm it up, if you are dealing with cold conflicts. If you're dealing with hot conflict, then you need skills to cool it down.

Your conflict may explode, spoils your deal or can cause your relationship to flame out in anger, if the conflict is too hot. If you are dealing with hot conflicts, then you will become icy with unexpressed emotions and withheld concerns. So, at first, the leader should bring the conflict into a

normal zone so that it can become useful and productive.

### **If the conflict is hot**

You don't want to add more people in a hot conflict together in the same room without setting ground rules that are strong enough to contain the potentially explosive energy.

For instance, if any conflict arises between two senior executives and they both have attacked each other verbally, then you would set clear ground rules and obtain agreement with them before anyone speaks anything.

### **If the conflict is cold:-**

In this, you can just bring more people in the conflict together, to engage them in a constructive communication. You should warm-up the conflict so that it can begin to thaw out and start the process of transformation and don't forget to be prepared and vigilant.

Conflicts are often cold because feelings of so many people is repressed. So you should know how skillfully you can warm it up without making it more difficult and complex. The goal of both the hot and cold conflict is not to compromise, but to innovate more options or solutions. Creating stronger ties and maintaining the trust between the former antagonists.

It takes time to resolve any conflict because as conflict doesn't arise in a day similarly it takes time, practice, and reflection to settle them down. If you find yourself in the middle of any conflict and don't know what to say or how you can resolve that, then ask help from any third party or any professional mediator.

It is very important to solve the conflict whether it is hot or cold because small conflicts can create major issues. So, before it gets too late, take measures or necessary steps to resolve your conflicts or any other conflicts in your company

or business.