

ENGAGING IN HEALTHY CONFLICT

Developing Creative Alternatives for Responding to Conflict

“When there is trust, conflict becomes nothing but the pursuit of truth, an attempt to find the best possible answer.” - Patrick Lencioni

Overview

Wherever choices exist, so does the potential for disagreement. If it is mismanaged, the result can be conflict. Conflict often creates a distance between the parties, such as possible feelings of antagonism, competition, detest, disrespect or isolation.

Conversely, when such disagreements are well-managed, the outcome can be a more creative and effective solution, and an improved relationship. To effectively manage potential disagreements, a person must understand her/his style of conflict management and its impact on others, plus possess the skill, desire and energy to tackle the challenge together with the other party.

Outcomes

Gain knowledge and/or improve your understanding, then consider the application of the following concepts:

- To consider the value of conflict
- To think about what’s influenced your perspective on conflict
- To consider the five conflict-handling modes and their applications
- To understand supportive behaviors to utilize in conflict situations and to practice using them

Participants will identify an improvement goal for engaging in healthy conflict and draft a brief action plan for the goal.

Suggested Training Time

4 Hours