CONFLICT IS GOOD

www.think-training.com
Conflict

What’s the first word that comes to mind when you think about conflict?
What Behaviors are Associated with Workplace Conflict?

- Arguing
- Being sarcastic
- Gossiping
- Caving in
- Finger-pointing
- Not listening
- Belittling
- Being disrespectful
- Complaining about someone
- Being dismissive
How much time do you spend on conflict?
The Cost of Workplace Conflict

The typical manager spends 25 - 40% of his or her time dealing with workplace conflict.
(1-2 days every workweek)

-Washington Business Journal
The Cost of Workplace Conflict

$359 Billion

(2.8 hours per week – $17.95 per hour)

-www.Entrepreneur.com
The Cost of Workplace Conflict

“Unresolved conflict represents the largest reducible cost in many businesses, yet it remains largely unrecognized.”

Controlling the Cost of Conflict
-K. Slaikeu and R. Hasson
What if your organization could empower its employees to have productive conflict?
I KNOW
I BELIEVE
I DO
Think about a recent conflict that you had and you wish it would have had a better ending.
I BELIEVE
Conflict is Good
Because...
Conflict around IDEAS
is simply the pursuit of truth
It’s on your balance sheet as a liability or an asset
• Fewer new ideas generated
• Incivility on the rise
• Whistle blowing
• Negative reputation
• Innovative ideas
• Quicker decisions
• Improved morale because people feel valued
• Safe workplace
ONCE UPON A TIME...
“Conflict Resolution” vs. “Productive Conflict”
Conflict Resolution
• Trying to resolve issues without confrontation
• The process of attempting to resolve a dispute or a conflict
• Negotiation, mediation, or arbitration
• Step-by-step process to eliminate conflict

Productive Conflict
• Understand your response in a conflict situation
• Understand how others respond to conflict
• Explore the connection between automatic thoughts and destructive conflict behavior
• Reframe your thoughts so you can consciously choose a productive conflict response
I KNOW
Conflict looks different on everyone
DIFFERENT IS GOOD

Calm Debater

Spirited Debater
Calm Debater

Spirited Debater

oh my...
We judge ourselves by our intentions and others by their behaviors.

- Stephen Covey
I have automatic thoughts
What! You think you’re special?

I can’t believe this cheater is trying to cut!

They are not going to make a fool of me.
They must be late for an important meeting.

They must not have known this lane merges.

They must have an emergency.
BEHAVIORS IN CONFLICT

- Argue
- Caving in
- Defensiveness
- Overly dramatic
- Gossip
- Overpower
- Passive Aggression
- Sabotage

- Acknowledge feelings & Listen
- Communicate openly
- Healthy debate
- Apologize
- Take ownership
- Speak up about problems
- Show flexibility
- Revisit unresolved issues
She doesn’t care about my schedule.

She’s afraid to call me directly.

She’s gone bananas.
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1. Is this actual and true?

2. Is there another perspective?

3. Could I be exaggerating this?
CONFLICT → AUTOMATIC THOUGHT → PRODUCTIVE RESPONSE

First, step back
Then, reframe
It is never too late...

What can you do to change your ending?
I DO
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Destructive or Unproductive Responses

Thinking about your last conflict…

✓ Check any destructive or unproductive behaviors the other person did.

☆ Star any destructive or unproductive behaviors that you did.
On each continuum, plot how easy or difficult each productive response is for you.

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<td>Giving reassurance</td>
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<td>Listening</td>
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Why Do I Do This?

- Quick description of each destructive behavior
- Reflection questions to help engage in more productive responses
Reframe Thought:

I BELIEVE

I DO

My Productive Response
LET’S RECAP

1. Conflict around IDEAS is Good!
2. Conflict looks different on everyone
3. We have our automatic thoughts
4. We must reframe our automatic thoughts
5. Choose to respond instead of react
PRACTICE MAKES PERMANENT
Do you want more specific feedback?

Take an Everything DiSC® Productive Conflict Assessment
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