

Professional Learning Activities



LESSON 6 - COMMITTING TO CONFLICT

Part 1 - Conflict: It's Not What You Think

Thinking about conflict at work, identify a situation in which you have seen conflict be beneficial. What kept that situation healthy and productive?

What makes you angry? What are your triggers?

What is it about your particular triggers that makes you so angry? Fear, insecurity, hurt?

Recall a time in which you became angry during a conflict at work. What caused your anger? How did you feel on the inside?

How could you have better dealt with your anger in that particular situation?

Professional Learning Activities



LESSON 6 - COMMITTING TO CONFLICT

Part 2 - How Each Personality Deals with Conflict

Which personality do you seem to experience the most conflict with in your professional relationships?

With which personality do you seem to have the most trouble resolving conflict? Are they the same?

Professional Learning Activities



LESSON 6 - COMMITTING TO CONFLICT

Part 3 - When Conflict Turns to Anger

Reflecting on what you have learned in this lesson, do you find yourself engaged in conflict that is not healthy?

Being completely honest, what aspects about your personality might make you more prone to conflict? Can you be too verbal, too aggressive, too passive?

What are some steps you can take to encourage healthy conflict within your team? Be specific.