



MODULE

06

Committing To Conflict

Objectives:

- ▶ Understand the importance of conflict
- ▶ Learn how to differentiate between conflict and anger
- ▶ Understand how each personality type deals with conflict
- ▶ Learn some tips for resolving conflict

*Conflict:
It's Not What it Seems*





Conflict is
GOOD

CONFLICT



ANGER

Conflict Brings



Diversity

Innovation

Creative thought

Execution

Effectiveness

Efficiency






*Conflict exposes ideas and expectations
that others may have, that you may or
may not have.*

*Conflict is a must
for any successful
team.*





*A team without conflict is a team that
can't trust each other.*



We default to
thinking conflict is
bad and should be
avoided...

...but really conflict allows
people to share their
opinions and thoughts.





*People believe that conflict must be resolved
by coming to the same agreement, but
nothing could be further from the truth.*

LEARNING ACTIVITY

- ▶ Recall a time when conflict was handled in a healthy manner in your personal life and professional life. What kept each encounter healthy and productive?

Conflict does not equal anger...





Conflict does not equal anger...

...but it can lead to anger.



Download >> Anger



WE DOWNLOAD ANGER,

when we're really feeling:

- ▶ Hurt
- ▶ Disappointed
- ▶ Vulnerable
- ▶ Frustrated
- ▶ Embarrassed
- ▶ Not good enough
- ▶ Insecure





*The key is to identify what it is that
we're really feeling.*

LEARNING ACTIVITY

- ▶ What makes you angry? What are your anger triggers?
- ▶ Recall a time when you became angry during conflict in your personal and professional life. What caused the anger? Did you deal with/work through the anger to resolve the issue? How?
- ▶ How can you better deal with anger in your own life?



We can't deal with conflict in a healthy way if we can't identify what it is that's causing us to feel angry.

How Each Personality Deals With Conflict?



Monkeys & Conflict



- Hate conflict



Monkeys & Conflict



- ▶ Hate conflict
- ▶ Nasty temper

Monkey Triggers



- ▶ The feeling of manipulation of self or others

Monkey Triggers



- ▶ The feeling of manipulation of self or others
- ▶ People getting hurt (emotionally)

Monkeys & Anger



Lots of verbal emotion

Forgiveness comes easily





*Monkeys desire to be heard first,
then restore the relationships.*



Lions



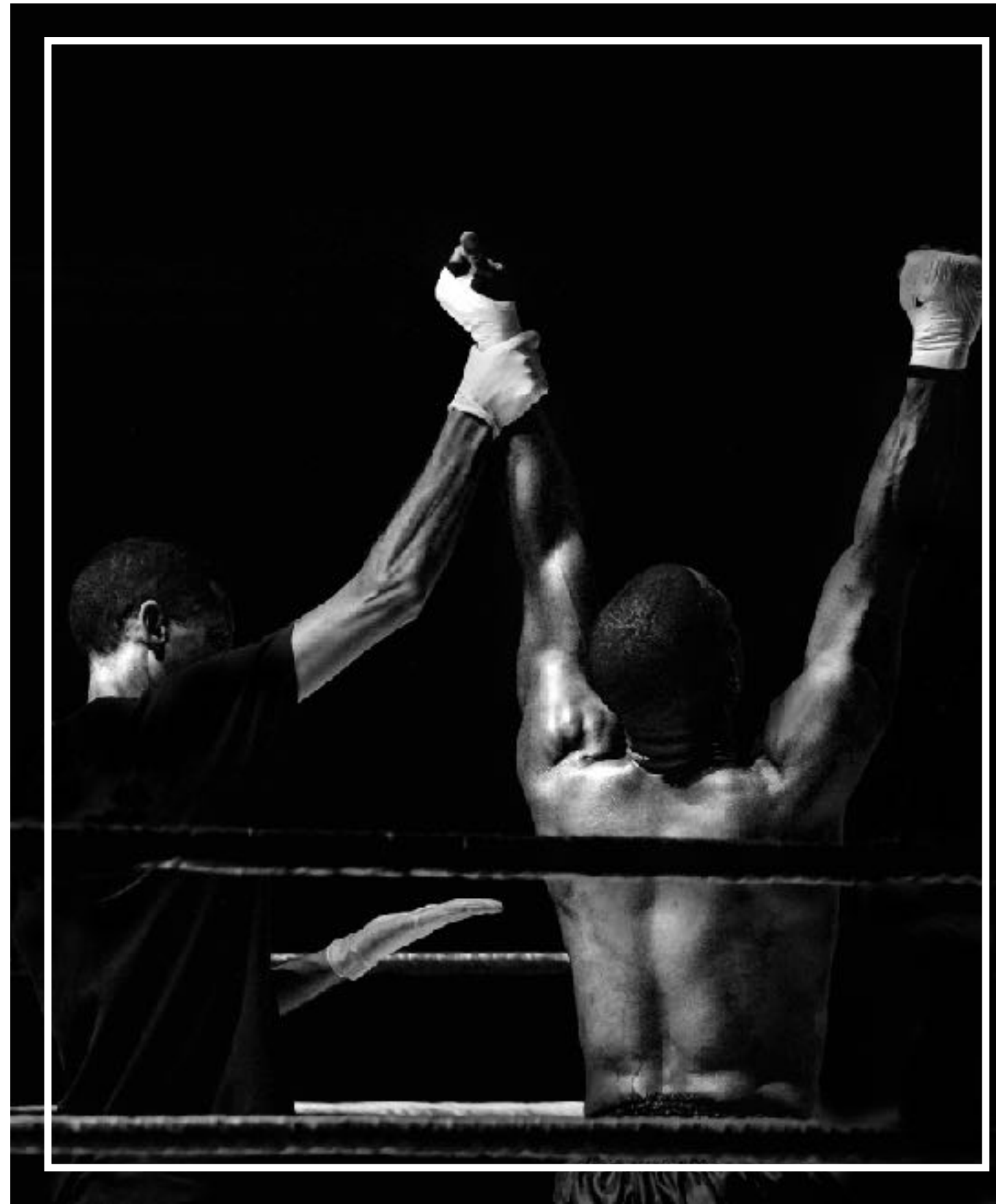
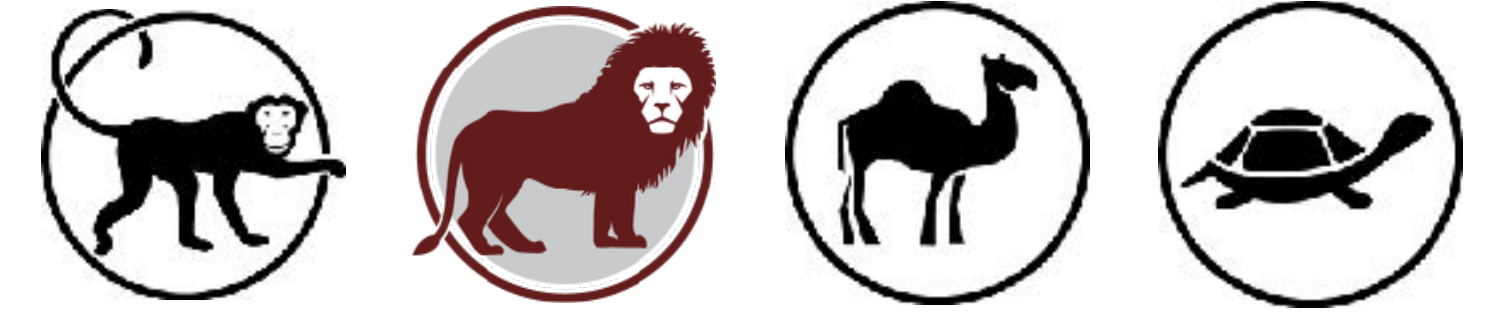
Lions & Conflict



- ▶ Thrive off conflict

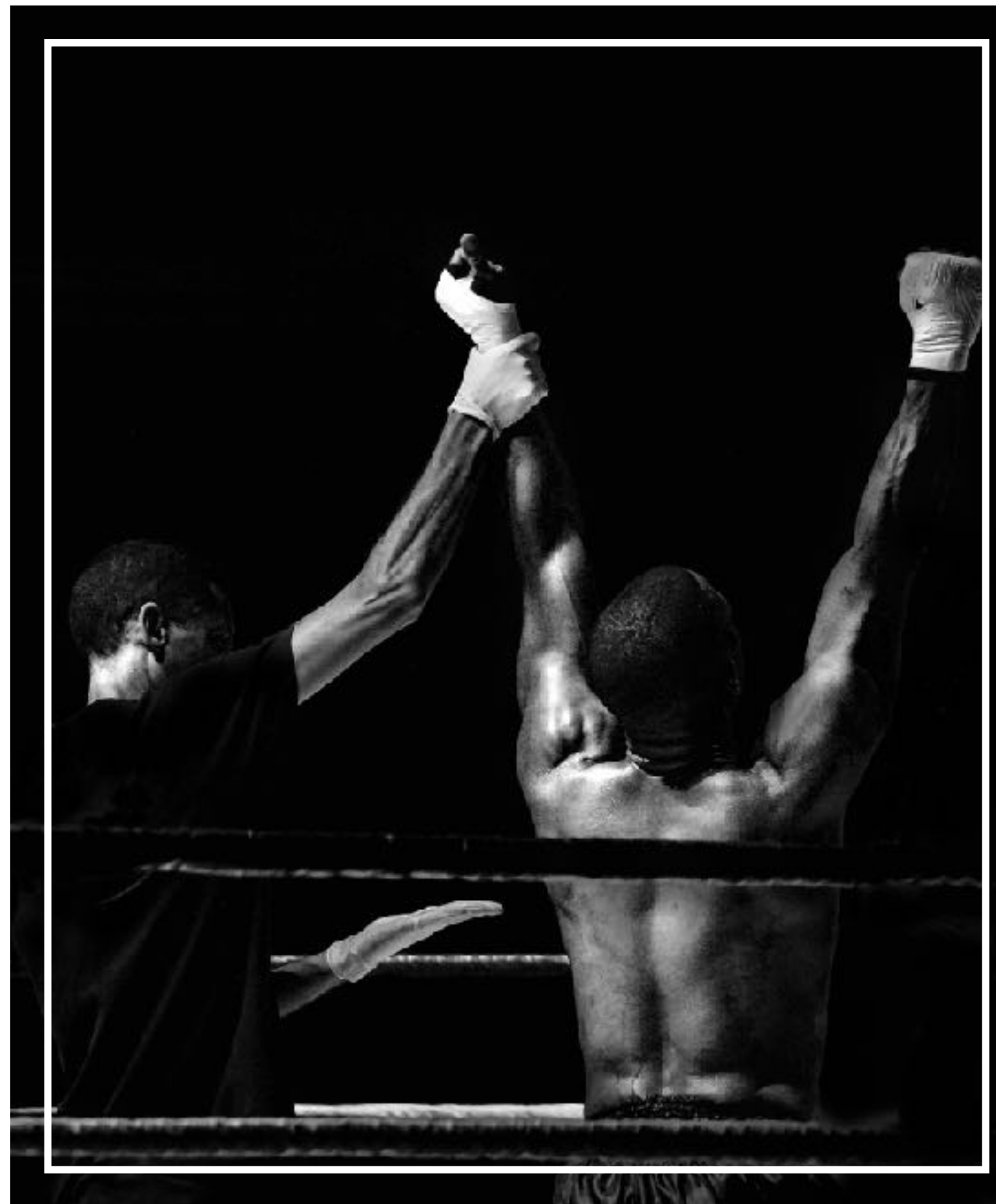
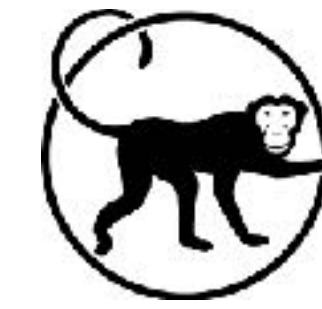


Lions & Conflict



- ▶ Thrive off conflict
- ▶ Conflict is a win/lose situation

Lions & Conflict

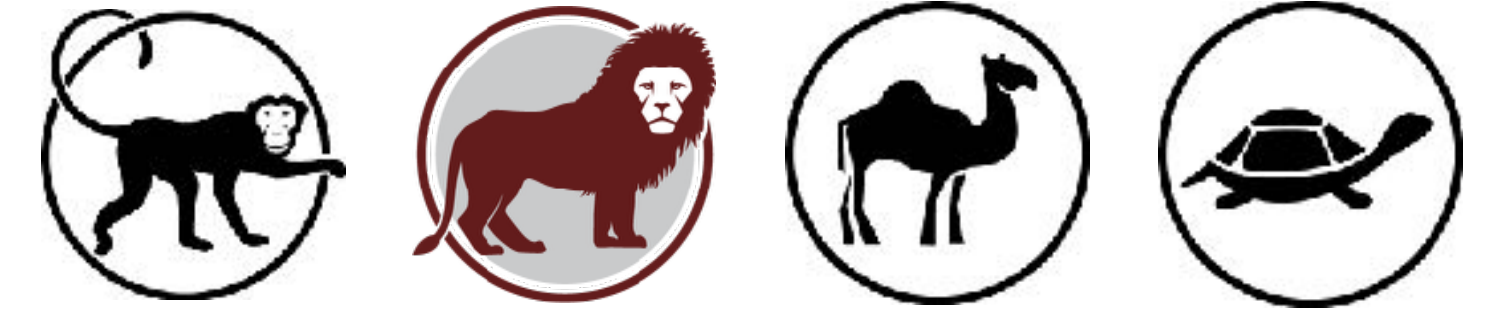


- ▶ Thrive off conflict
- ▶ Conflict is a win/lose situation
- ▶ Quick to download anger to win a conflict



*To a Lion, WINNING can becomes more
important than the RELATIONSHIP.*

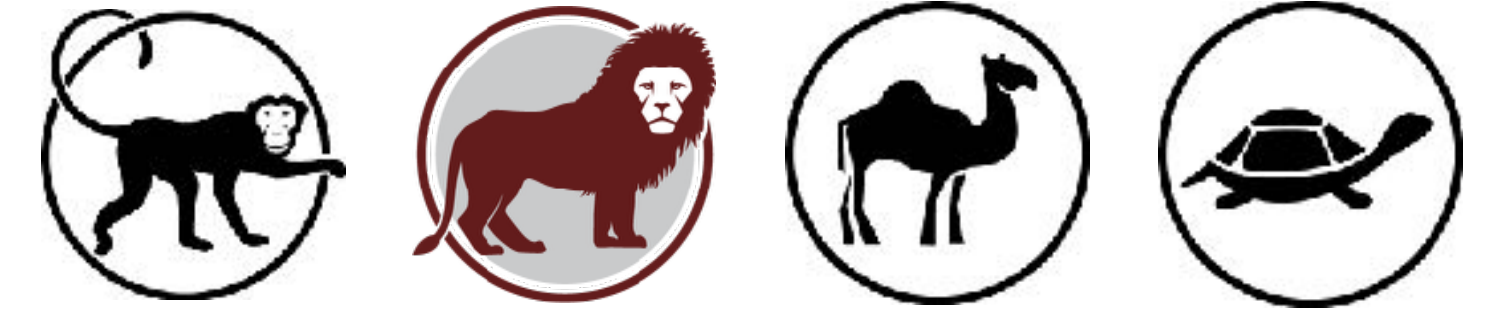
Lions & Anger



- ▶ Words are simply a tool for winning or fixing the problem.
- ▶ Very offensive

**LIONS RESPECT
STRENGTH**

Lions & Anger



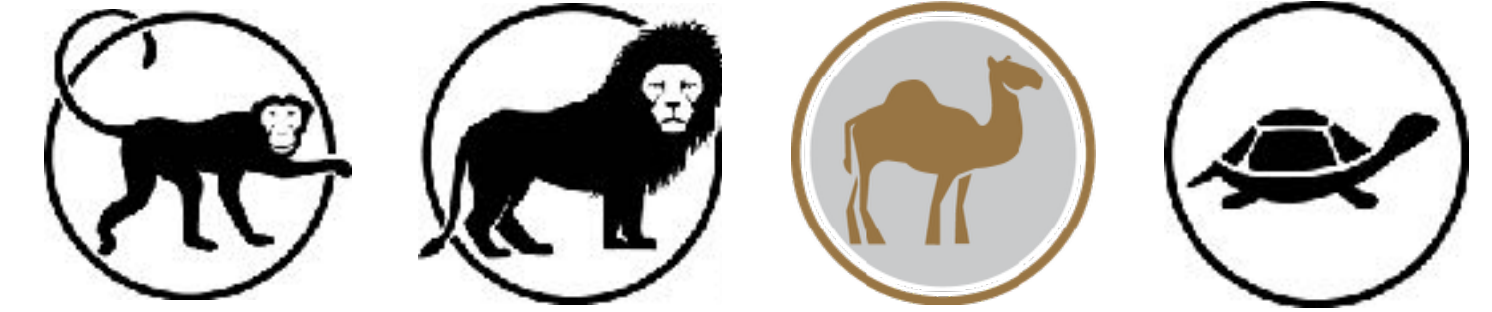
- ▶ Words are simply a tool for winning or fixing the problem.
- ▶ Very offensive
- ▶ Win/lose



Camels



Camel Triggers

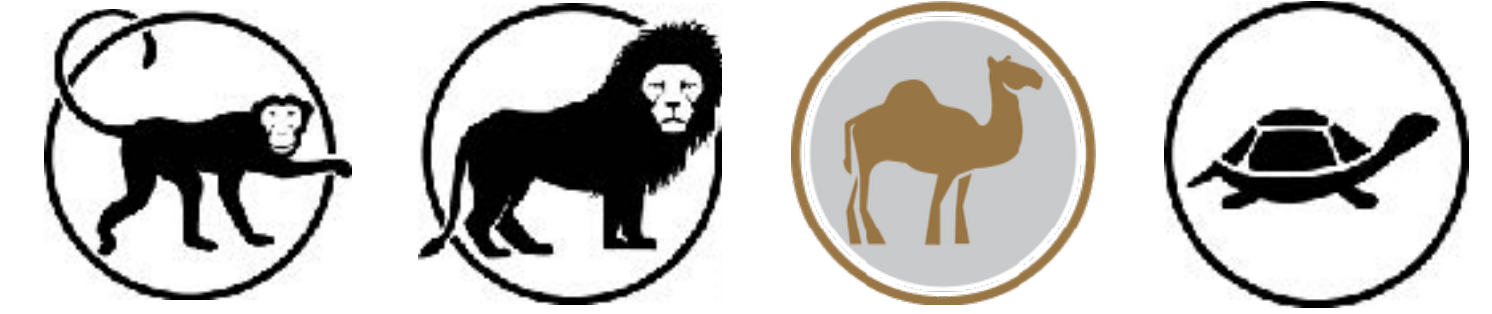


- ▶ Rules are not followed
- ▶ Feeling of injustice
- ▶ Unmet expectations



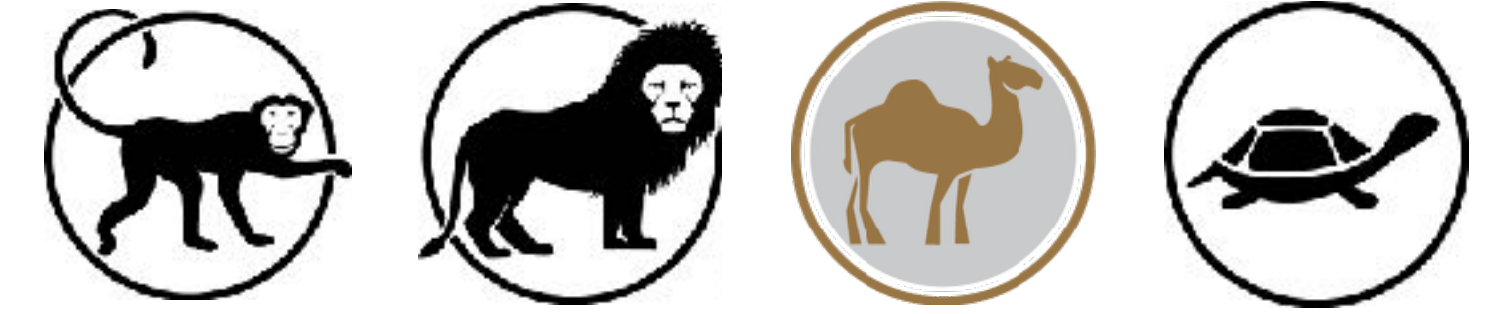
The Camel's words can be taken very literally because they generally mean what they say.

Camel & Conflict



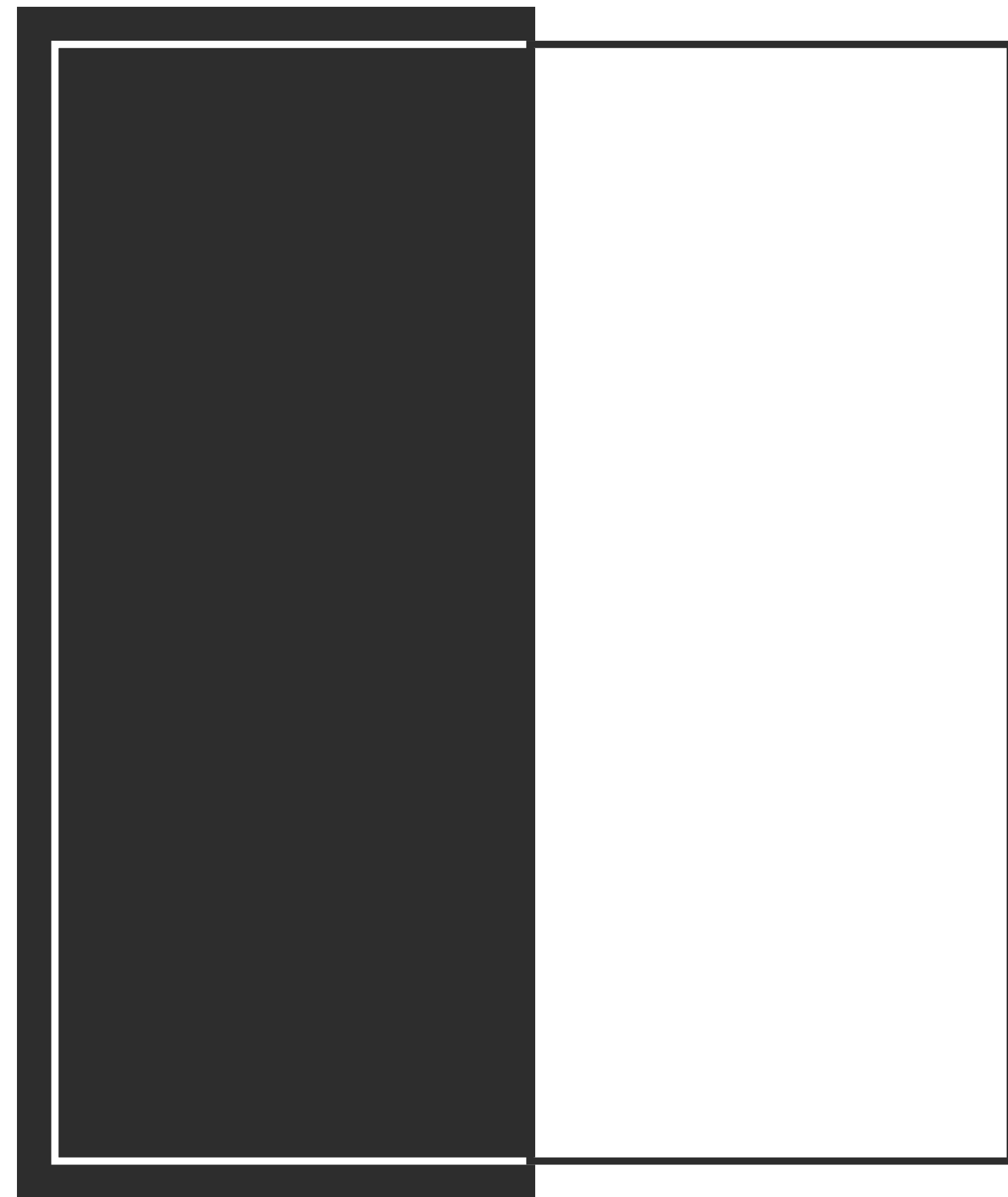
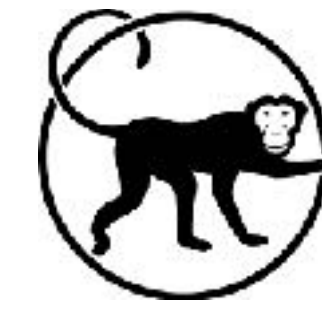
- ▶ Words are logical and direct
- ▶ Camels receive communication literally as well

Camel & Conflict



- ▶ Words are logical and direct
- ▶ Camels receive communication literally as well
- ▶ Data-driven

Camel & Conflict



- ▶ Words are logical and direct
- ▶ Camels receive communication literally as well
- ▶ Data-driven
- ▶ Black and White



*Winning comes from having the best
data, proof, or process.*

Camel Triggers



Inaccuracies

Injustice

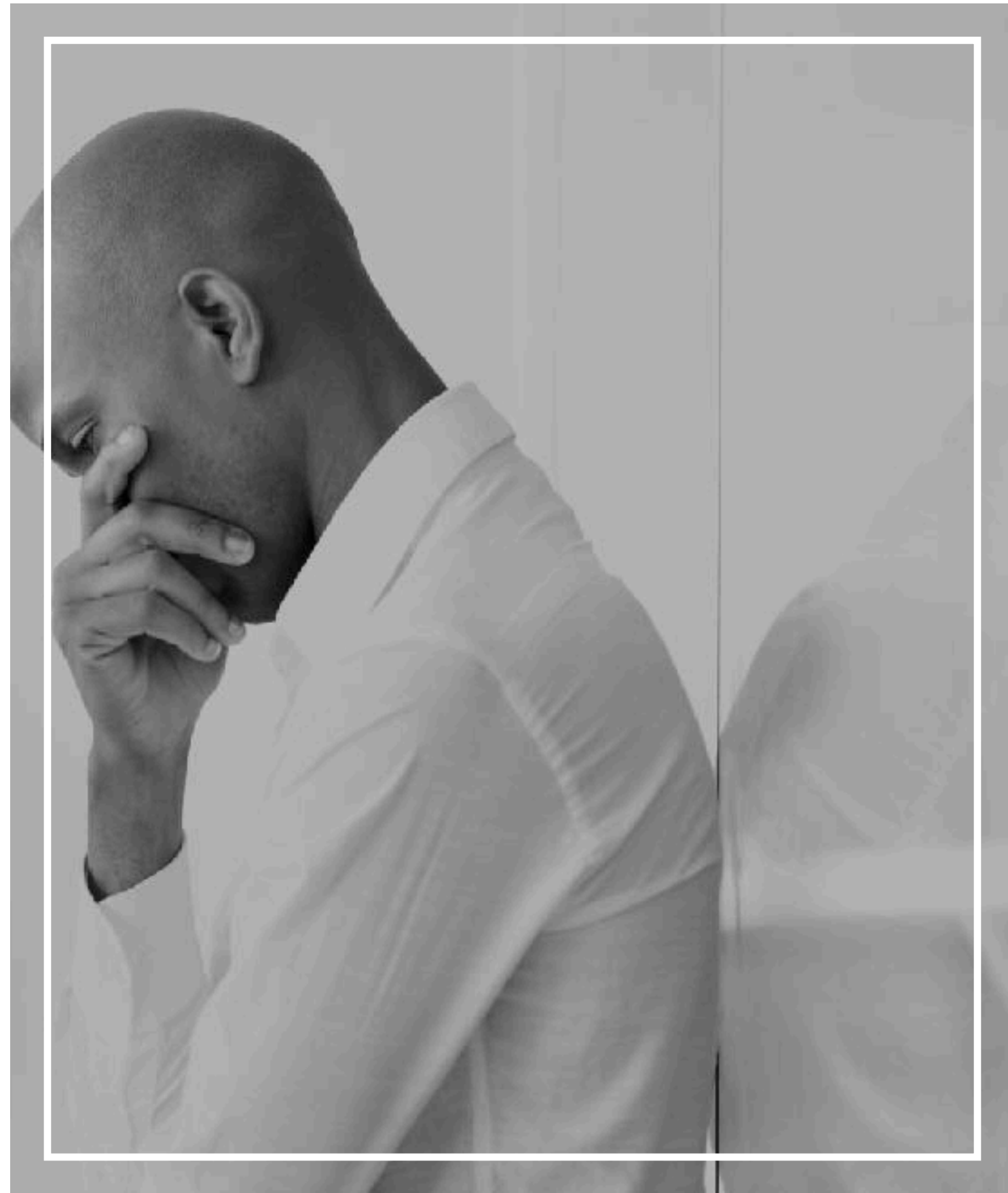
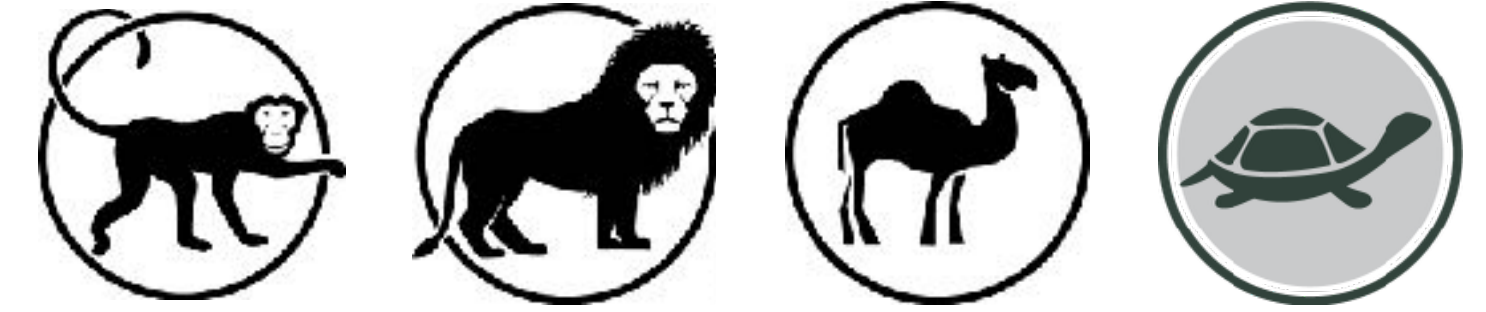




Turtles

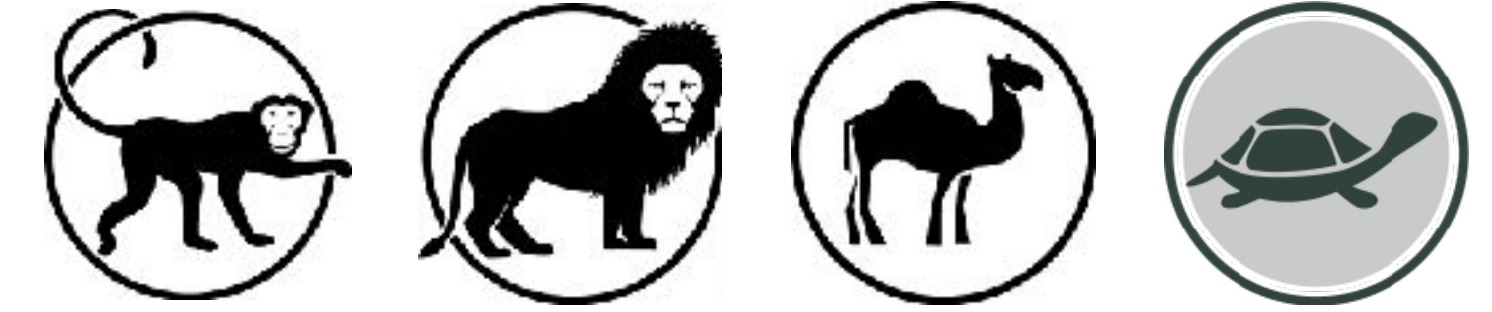


Turtles & Conflict



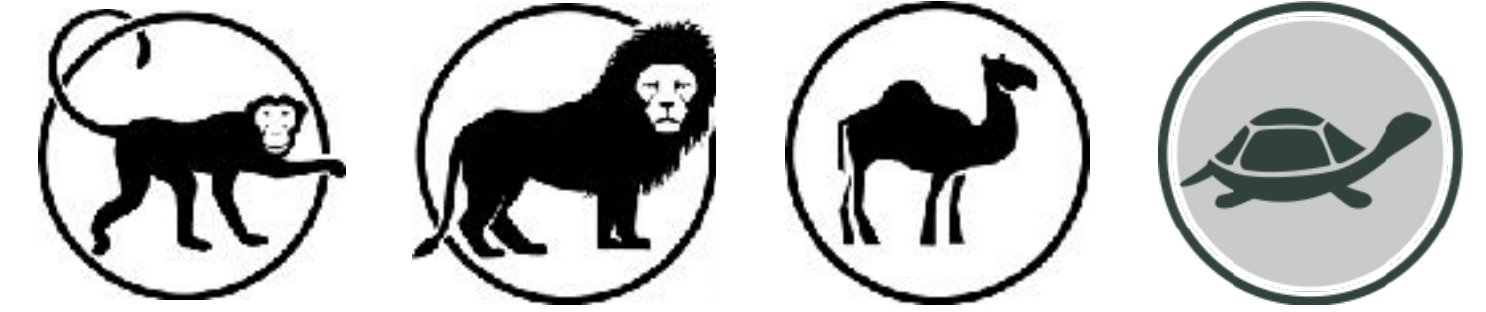
- ▶ Hate conflict
- ▶ Deals with conflict with passivity

Turtles & Conflict



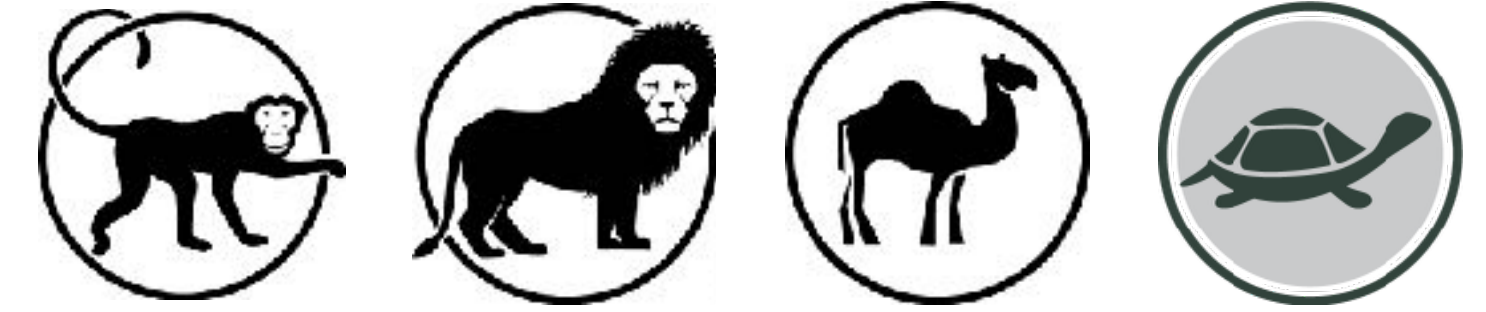
- ▶ Hate conflict
- ▶ Deals with conflict with passivity
- ▶ Still waters run deep—Turtles hold on to things

Turtle Triggers



- ▶ If someone in their close circle is attacked

Turtle Triggers



- ▶ If someone in their close circle is attacked
- ▶ Someone is acting arrogant or aggressive

A black and white photograph of a turtle, likely a snapping turtle, with its head and front legs extended from its shell. The turtle is looking directly at the camera with a serious expression. The background is dark and out of focus.

*If you continue to tap on their shell, that
Turtle will become a snapping Turtle.*



*After a certain point, Turtles struggle to
forgive and almost never forget.*



*How we approach a turtle can trigger
anger or validation.*

LEARNING ACTIVITY

- ▶ With which personality do you experience the most conflict? More specifically, with which one do you have the most difficulty resolving conflict?

*When Conflict
Turns to Anger*





What to do when conflict
TURNS TO ANGER



Monkey Tips

Monkey Tips



- ▶ Just listen
- ▶ Realize they are just emoting
- ▶ Validate their pain



Monkey Tips



“I know that must be hard.”

“I know that’s difficult for you.”

“I hear what you’re saying.”



Monkey Tips



- ▶ Just listen
- ▶ Realize they are just emoting
- ▶ Validate their pain

Monkey Tips



Intense
Verbiage



Find
Resolution



Move
On

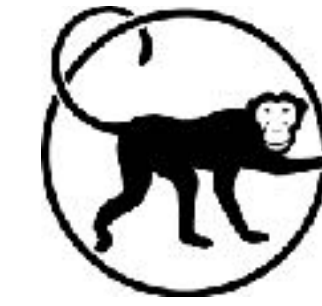




Lion Tips



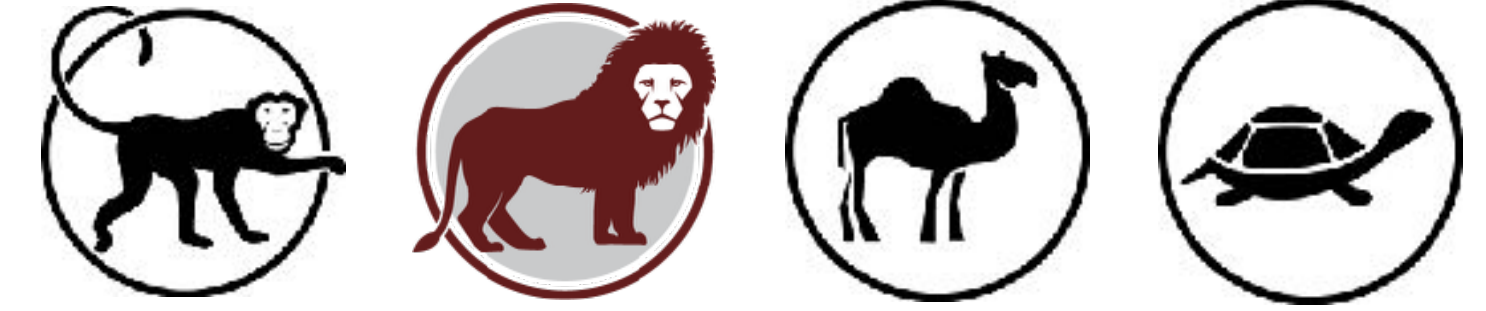
Lion Tips



- ▶ Don't let the Lion roar all over you



Lion Tips



“You are being inappropriate and I cannot hear you.”

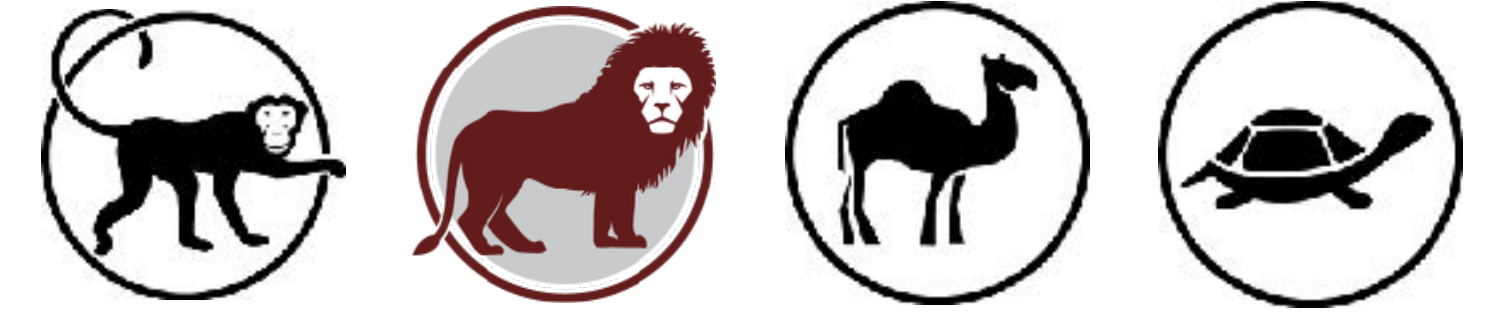
“If you want us to talk about this, then you must lower your voice and speak to me in a respectful tone.”

Lion Tips



- ▶ Don't let the Lion roar all over you
- ▶ If they don't stop, disassociate

Lion Tips

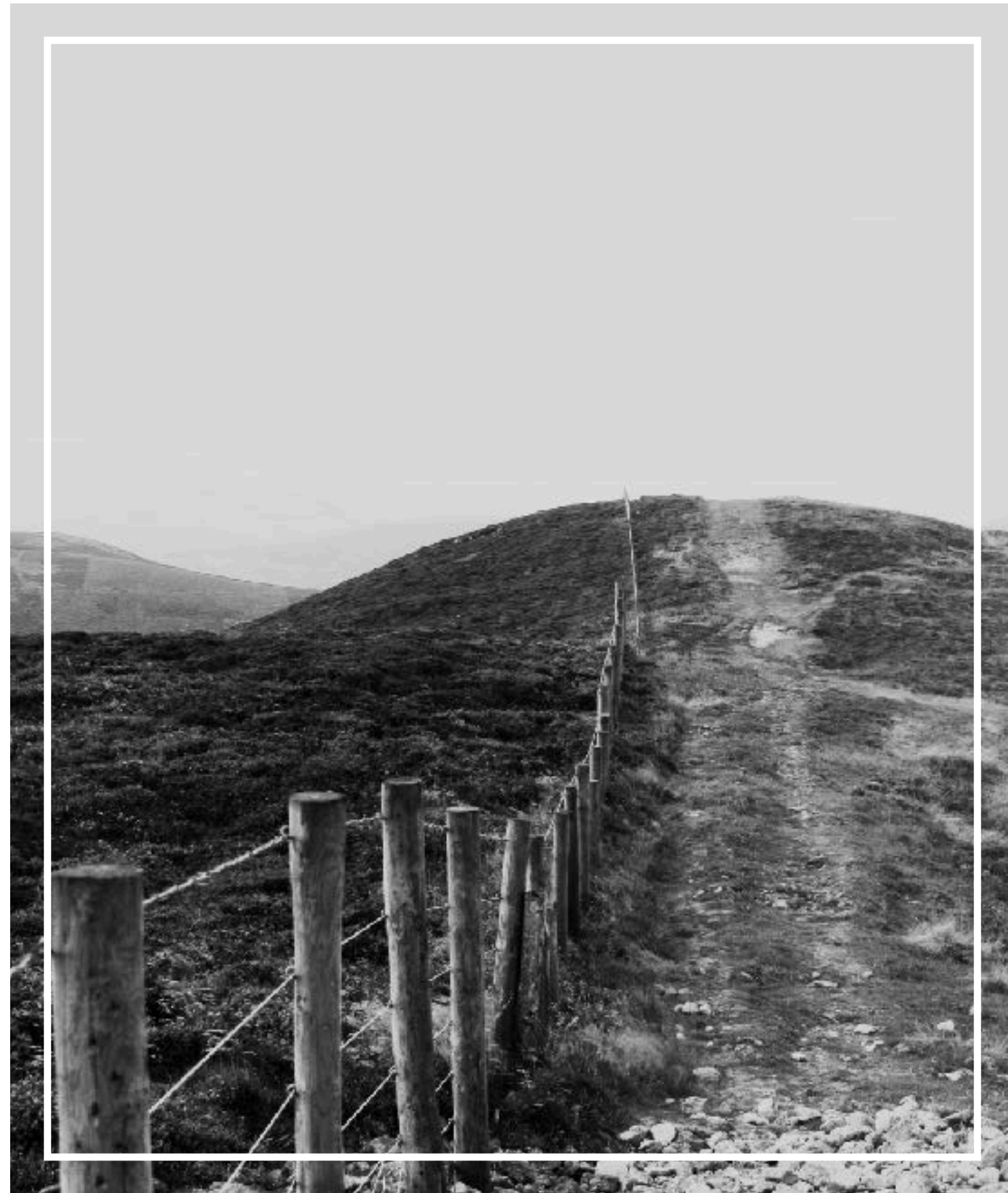
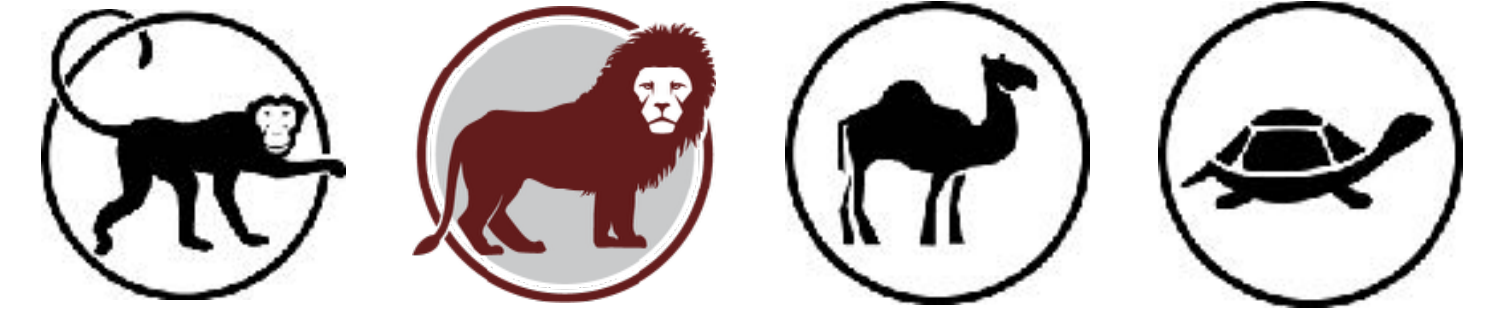


“You are being inappropriate and I cannot hear you.”

“If you want us to talk about this, then you must lower your voice and speak to me in a respectful tone.”

“When you’re capable of having a civil conversation, we will continue this discussion.”

Lion Tips

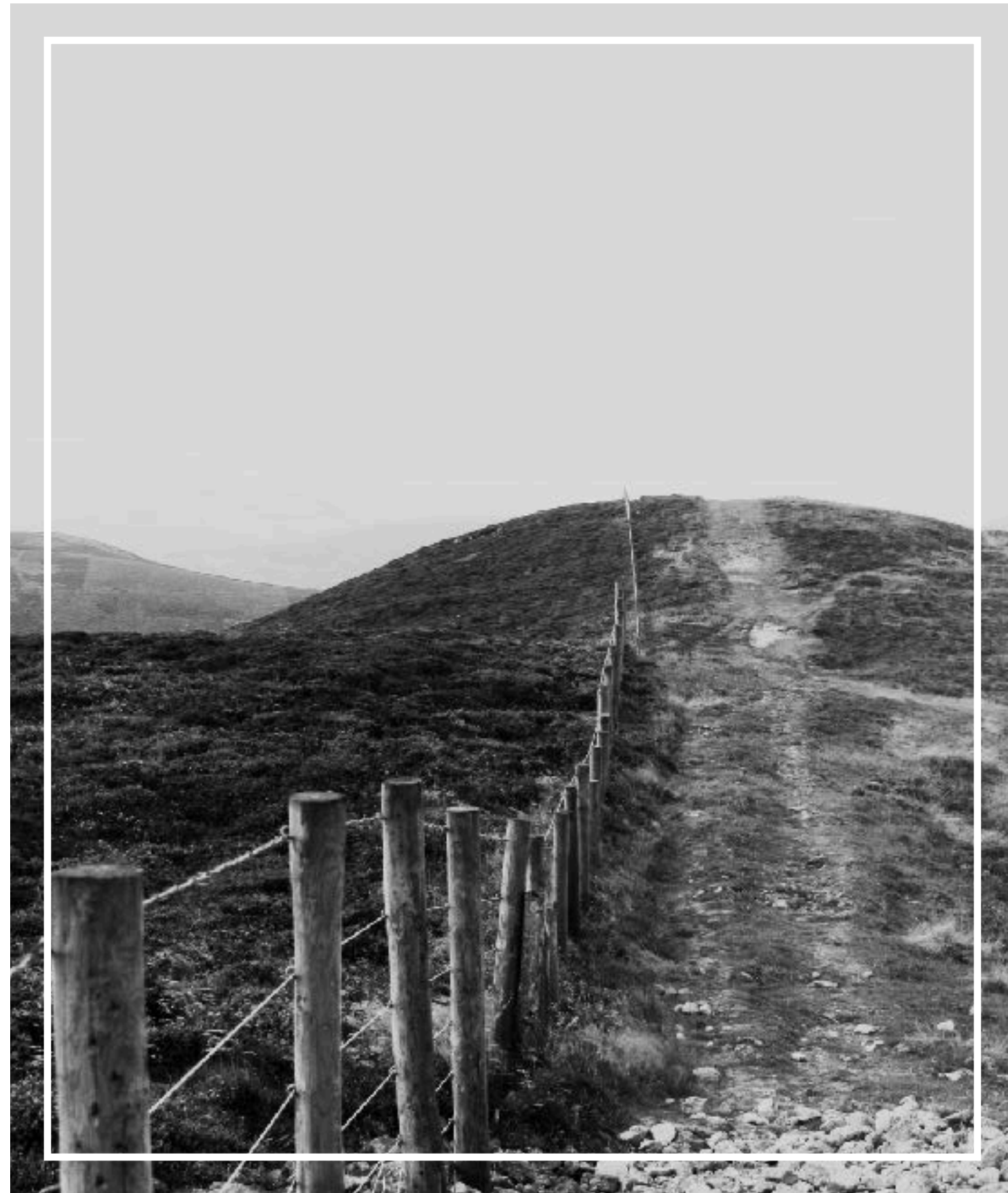
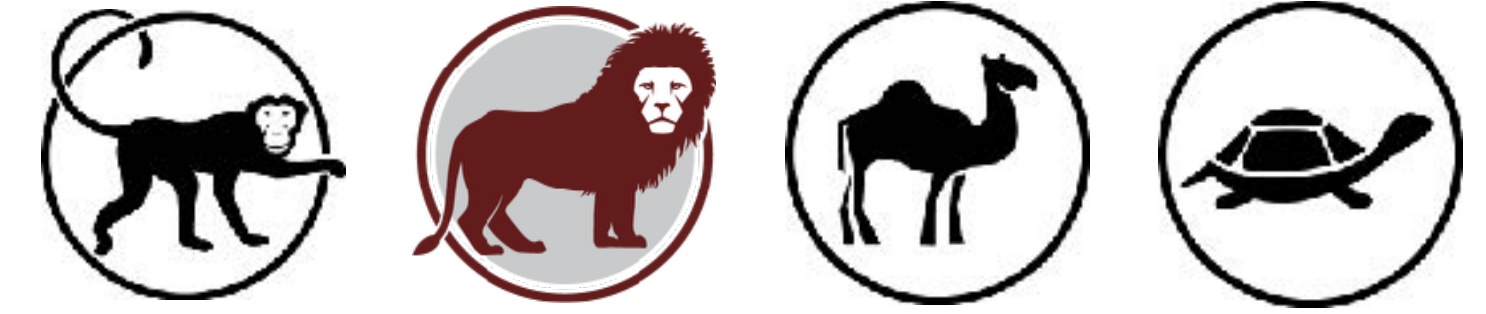


- ▶ Don't let the Lion roar all over you
- ▶ If they don't stop, disassociate
- ▶ Set very strong boundaries for the Lion:



*You do not get in a yelling match with a Lion.
You do not argue with a Lion.*

Lion Tips

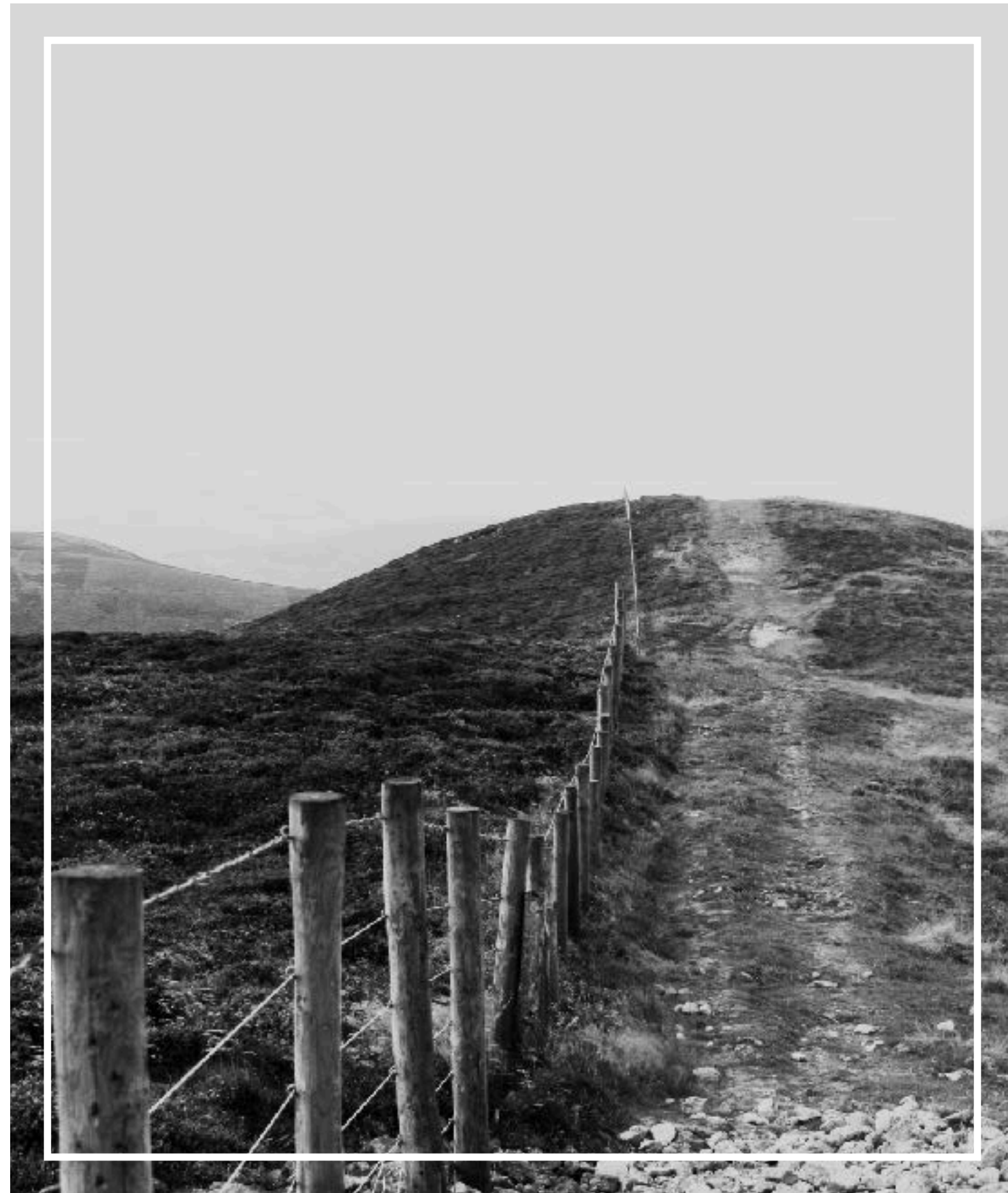
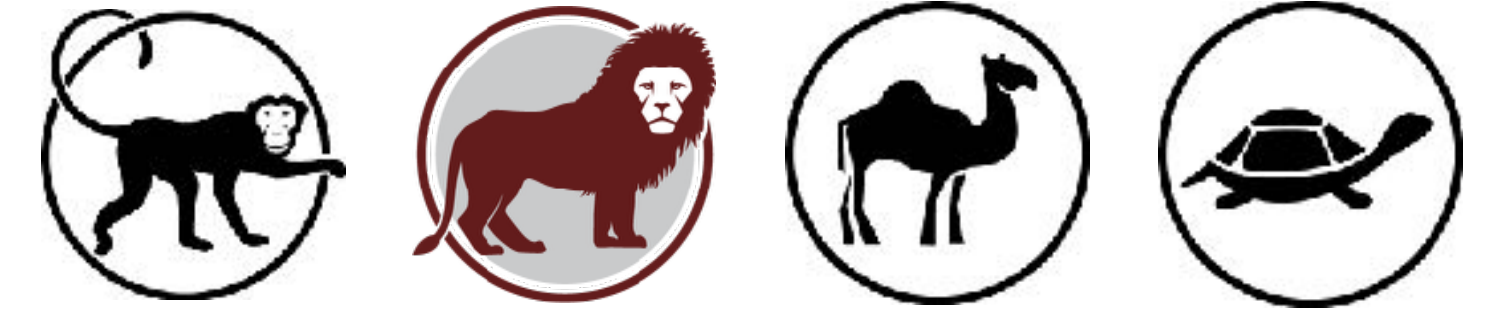


- ▶ Don't let the Lion roar all over you
- ▶ If they don't stop, disassociate
- ▶ Set very strong boundaries for the Lion:
 - ▶ You will not yell
 - ▶ You will not be disrespectful
 - ▶ You will allow me to speak



*Ask the Lion directly what they need
from you.*

Lion Tips

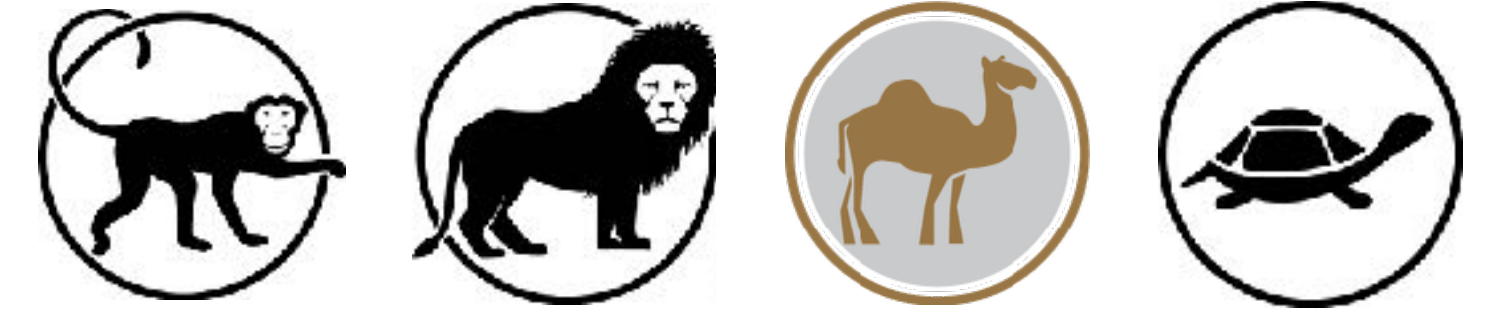


- ▶ Don't let the Lion roar all over you
- ▶ If they don't stop, disassociate
- ▶ Set very strong boundaries for the Lion:
 - ▶ You will not yell
 - ▶ You will not be disrespectful
 - ▶ You will allow me to speak
- ▶ Turn the conflict into a task



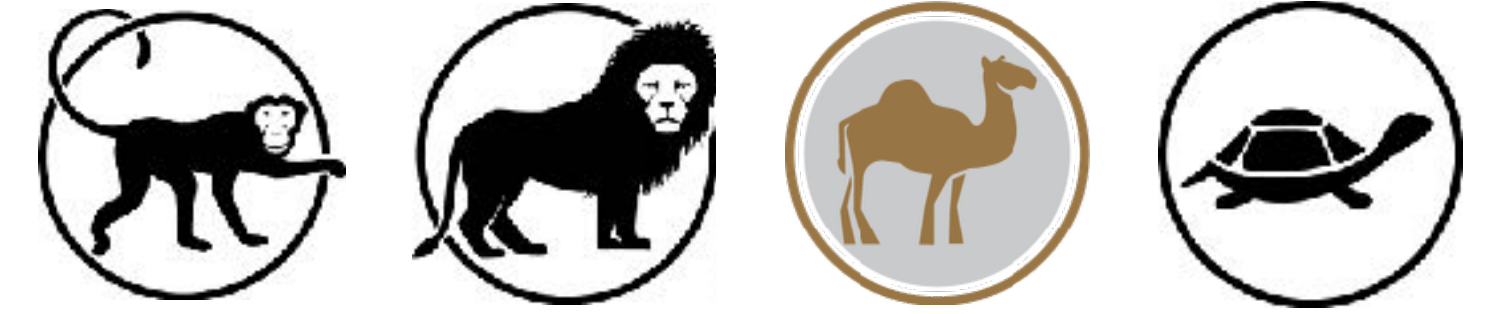
Camel Tips

Camel Tips



- ▶ Allow them to present the data to you

Camel Tips



“Your words are hurting me; you need to work on your tone.”

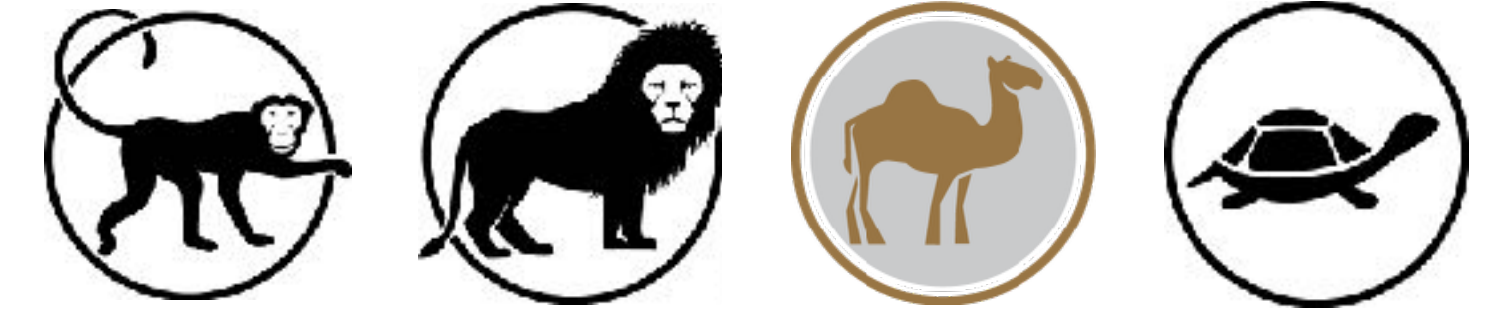
“How you say and bring your data to me is more important than the data, to me.”





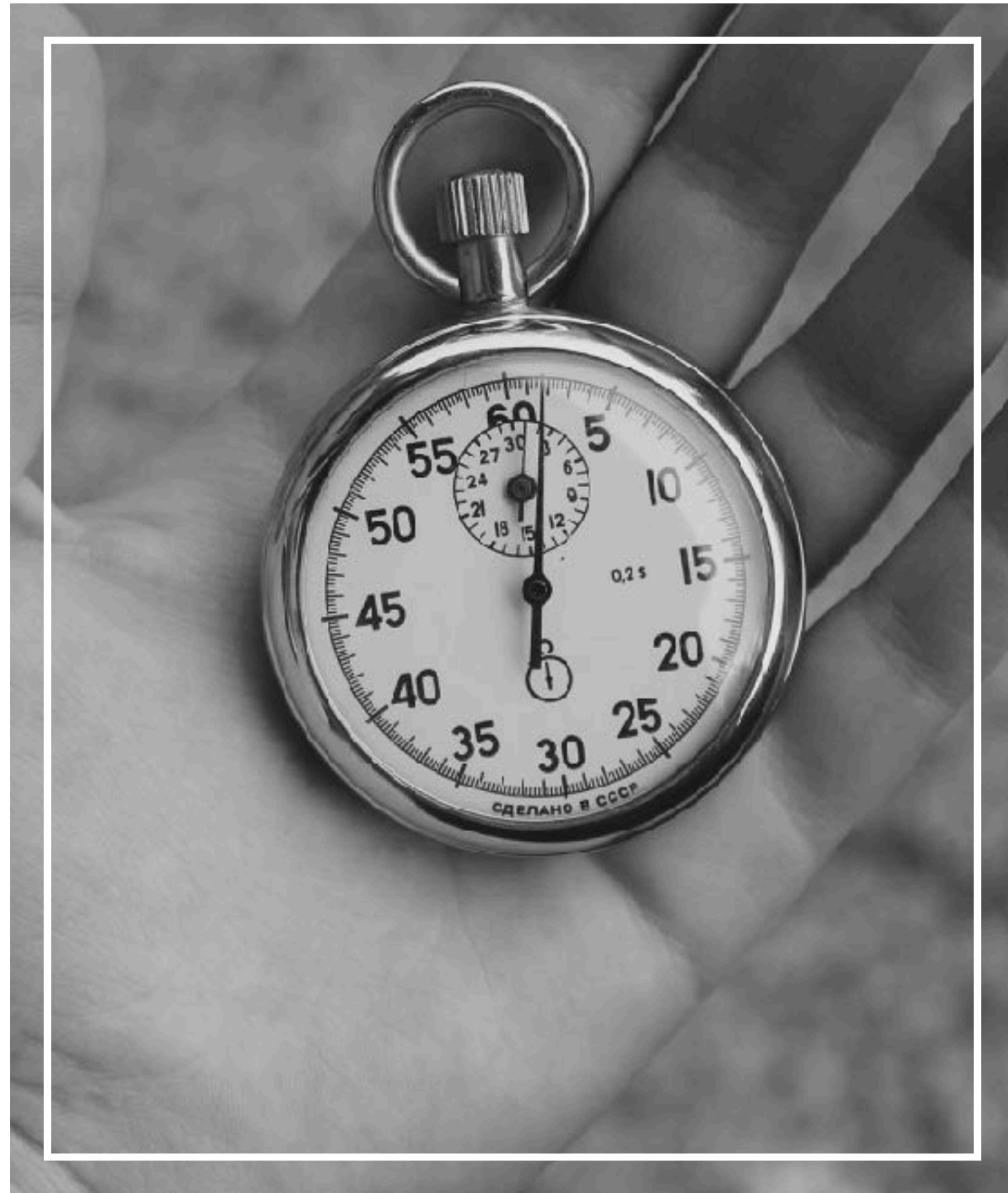
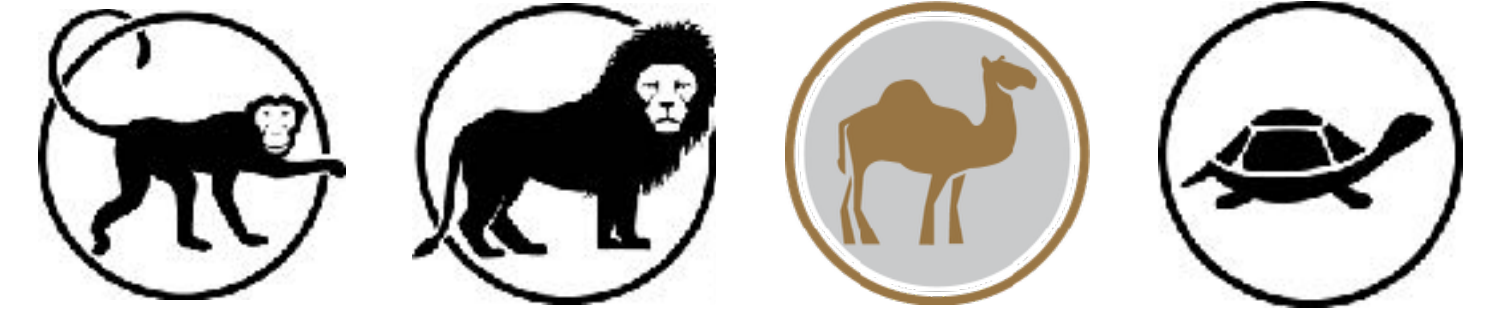
Make sure you have a discussion around what are the expectations that you can meet and what are the expectations that you cannot or will not meet.

Camel Tips



- ▶ Allow them to present the data to you
- ▶ Clearly identify expectations

Camel Tips



- ▶ Allow them to present the data to you
- ▶ Clearly identify expectations
- ▶ Give them time to process that and come back



Turtle Tips



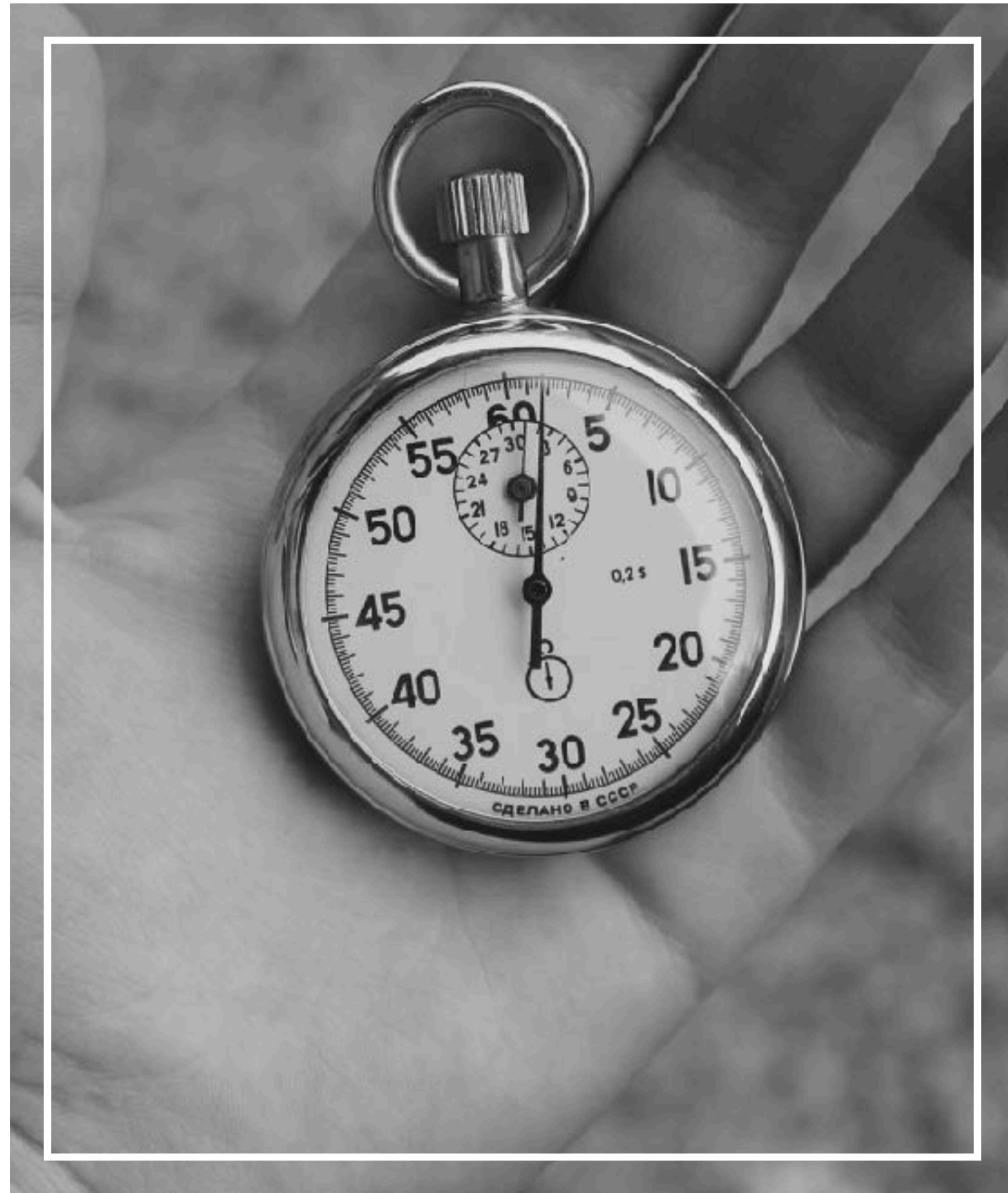
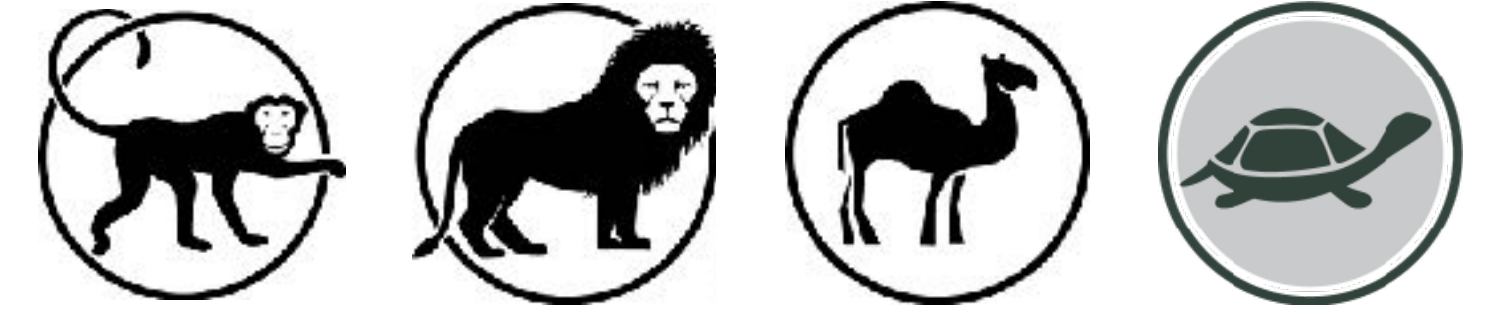


*Remember, HOW we approach the Turtle
is more important than WHAT we say.*

A black and white photograph of a mountain range reflected in a calm lake under a cloudy sky. The mountains are covered in snow and their peaks are reflected in the still water. The sky is filled with dramatic, layered clouds, also reflected in the lake. The overall mood is serene and quiet.

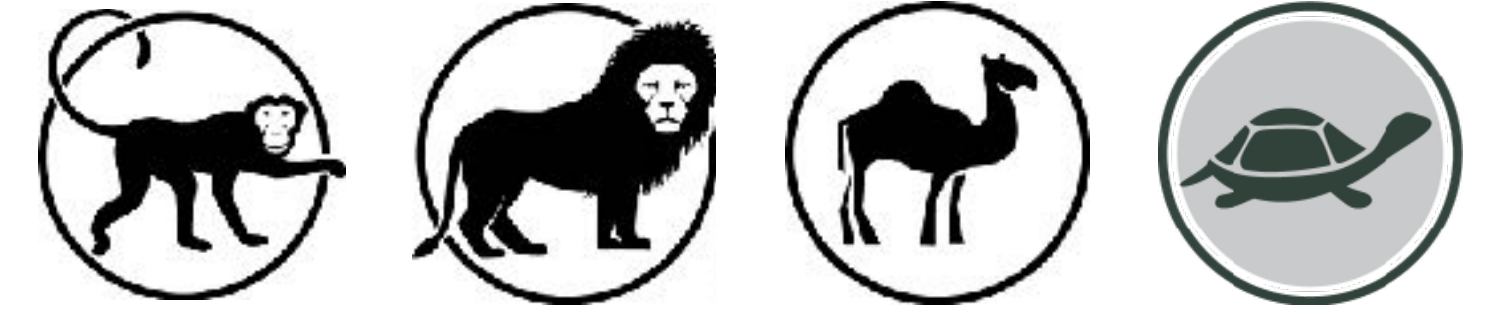
Turtles. Like. Silence.

Turtle Tips



- ▶ Turtles. Like. Silence.
- ▶ Give them time to respond to you

Turtle Tips



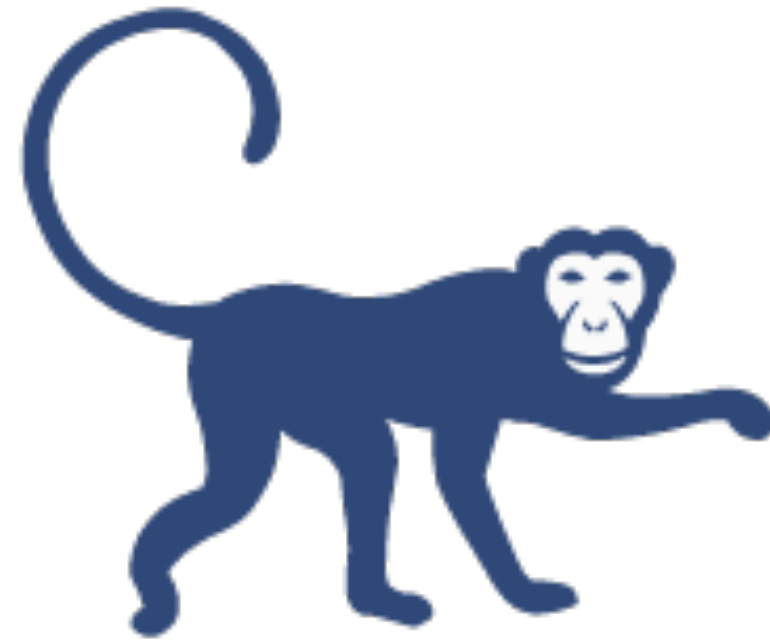
- ▶ Turtles. Like. Silence.
- ▶ Give them time to respond to you
- ▶ Ask them to write down their thoughts



It may take the Turtle days

TIPS FOR RESOLUTION

Tips for Resolution



- ▶ Understand where the other person is coming from





*Do not use a one-size-fits-all in dealing
with conflict.*



Tips for Resolution

- ▶ Understand where the other person is coming from
- ▶ Choose an appropriate setting



Tips for Resolution

- ▶ Understand where the other person is coming from
- ▶ Choose an appropriate setting
- ▶ Make sure you listen



Tips for Resolution

- ▶ Understand where the other person is coming from
- ▶ Choose an appropriate setting
- ▶ Make sure you listen
- ▶ Focus on the issues



Tips for Resolution

- ▶ Understand where the other person is coming from
- ▶ Choose an appropriate setting
- ▶ Make sure you listen
- ▶ Focus on the issues
- ▶ Take personal responsibility



Tips for Resolution

- ▶ Understand where the other person is coming from
- ▶ Choose an appropriate setting
- ▶ Make sure you listen
- ▶ Focus on the issues
- ▶ Take personal responsibility (but don't over-personalize)

**SET REALISTIC
EXPECTATIONS**

**FOCUS
IN**

Realistic Expectations



- ▶ The expectation for conflict does not have to be that we all agree on the same thing.
- ▶ Resolution occurs when we decide to compromise (you may never agree)

COMPROMISE



WE AGREE

Realistic Expectations



- ▶ The expectation for conflict does not have to be that we all agree on the same thing.
- ▶ Resolution occurs when we decide to compromise (you may never agree)
- ▶ Choose to go in a direction, not always because you agree, but because it's best for the relationship



We spend a lot of energy trying to get people to agree with us, but it's not going to happen 9 times out of 10.

Realistic Expectations



- ▶ The expectation for conflict does not have to be that we all agree on the same thing.
- ▶ Resolution occurs when we decide to compromise (you may never agree)
- ▶ Choose to go in a direction, not always because you agree, but because it's best for the relationship

Realistic Expectations



- ▶ The expectation for conflict does not have to be that we all agree on the same thing.
- ▶ Resolution occurs when we decide to compromise (you may never agree)
- ▶ Choose to go in a direction, not always because you agree, but because it's best for the relationship
- ▶ Conflict is essential for any personal or professional relationship

LEARNING ACTIVITY

- ▶ Do you find yourself engaged in unhealthy conflicts often?
- ▶ If so, what aspects of your personality might be setting you up for conflict?
- ▶ What steps can you take to encourage healthy conflict within your team? What about with your family and friends? Be specific.



Do you have
QUESTIONS?

