Turning Conflict Into Collaboration

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How would I like to better handle conflict?

Three influences impact how one handles it:

1.
2.
3.

Which behavioral style sounds most like me?

My Strengths:

My Blind Spots:

My team may be experiencing Artificial Harmony if:

1.
2.
3.
4.

Where does my team fall on the conflict continuum?

Artificial Harmony Mean Spirited

The Foundation of Healthy Conflict is trust—two types:

1.
2.

Getting to Collaboration:

Learn:

Ask:

Listen:

Reaching Resolution:

1.
2.
3.
4.

When resolution cannot be reached:

How will I approach and handle conflict differently?

Conflict Is:

Conflict Is Not: