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Constructive Conflict: Approaches to Healthy Conflict

A CLA Professional Development Topic



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Our Path

Identify “Reality”

Conversation
Clarity
Connectivity

Engage From Perspective

Goals
Bias
Presence

Go-Forward Responsibility

Conviction
Choice
Collaborate



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Identify “Reality”

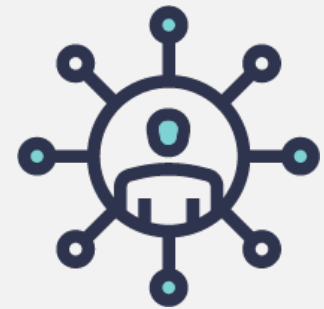
Conversation



Clarity



Connectivity



Identify “Reality”

Conversation



1. Participant versus partner
2. Message versus method
3. Listen versus learn.



Identify “Reality”

Clarity



1. Participants
2. When, where, how
3. Implications.



Identify “Reality”

Connectivity



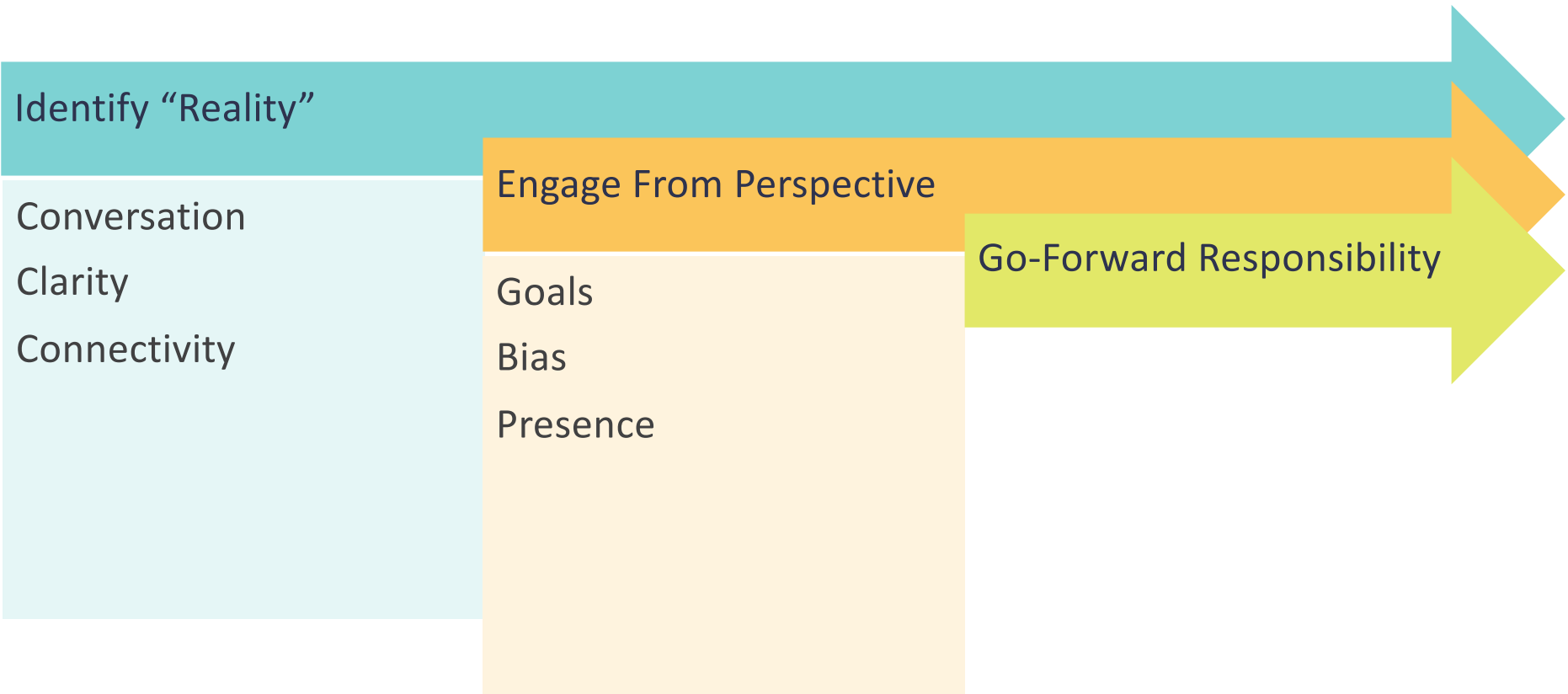
1. Demonstrate Listening
2. Consider stakeholders
3. Yet and so.

Most people want to hear *the truth*, even if it is *unpalatable*.

Susan Scott, Fierce Conversations



Our Path



Engaging From Perspective

Goals



Bias



Presence



Engaging From Perspective

Goals



1. Most pressing
2. Impact
3. Preferred outcome.



Engaging From Perspective

Bias



1. Contribution or collateral
2. Perceived or Perspective
3. Assisting or distracting.



Engaging From Perspective

Presence



1. Attentiveness
2. Listening
3. Reflect.

The experience of being *understood*, versus *interpreted*, is so compelling, you can charge admission.

Susan Scott, Fierce Conversations



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Go-Forward Responsibility

Conviction



Choice



Collaboration



Go-Forward Responsibility

Conviction



1. Willingness
2. Personal accountability
3. Humility



Go-Forward Responsibility

Choice



1. Minimize “Mr./Mrs. fix it”
2. Win/loss mentality
3. Options, best option, next step



Go-Forward Responsibility

Collaboration



1. Be on the lookout for it
2. My / their role
3. “Ride the ripple”

If your employees *believe* that their job is to do what you tell them, you're *sunk*.

Susan Scott, Fierce Conversations



Takeaways

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Approaches to healthy conflict

Thank you!



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