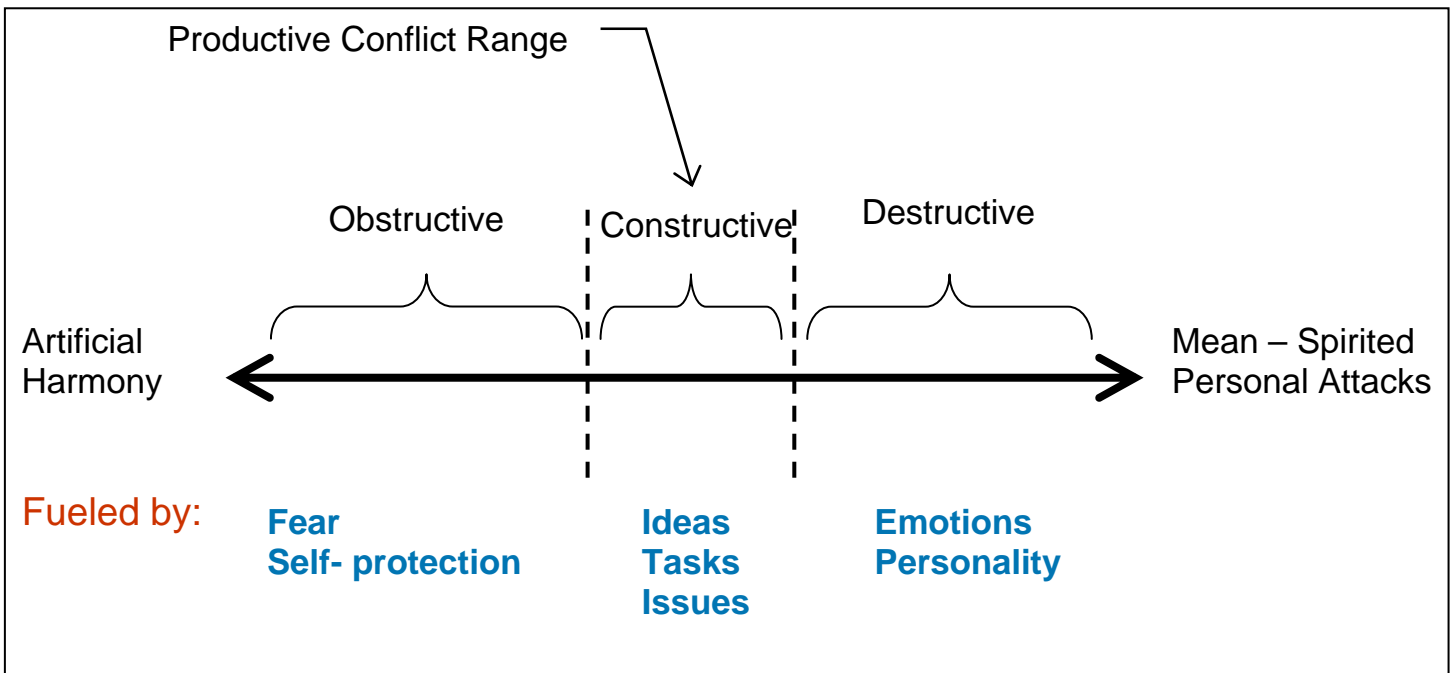




Strategic Leadership Coaching

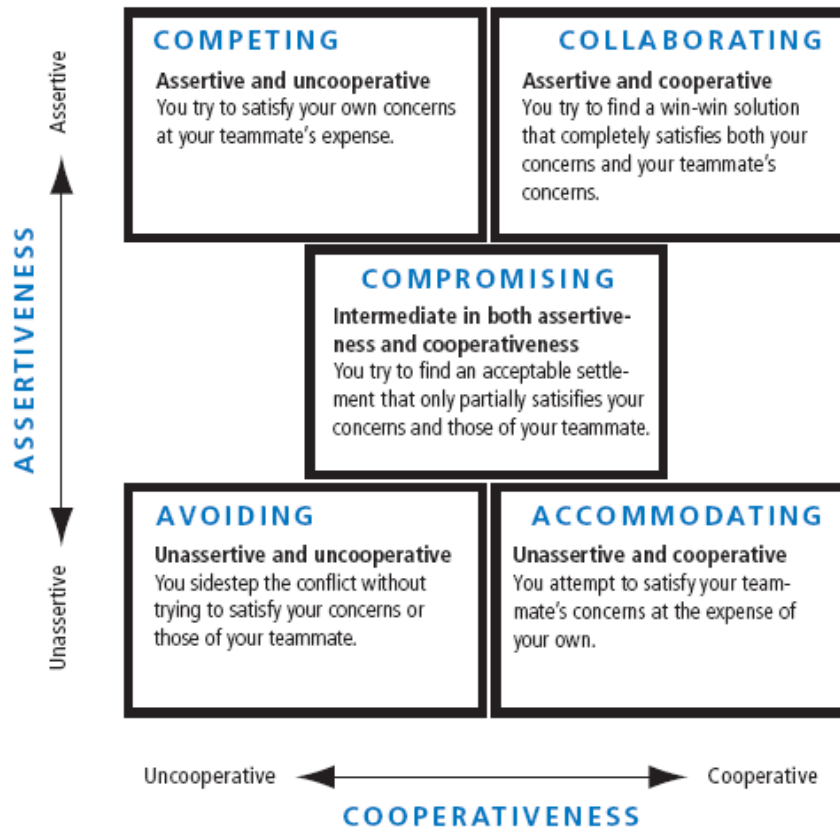
Conflict Continuum





Strategic Leadership Coaching

Conflict Styles



Assertiveness is the degree to which you try to satisfy your *own* concerns.

Cooperativeness is the degree to which you try to satisfy *others* concerns.



Strategic Leadership Coaching

8 Keys to Cultivating Productive Conflict

- 1. How do you go about Conflict?**
 - a. One of the keys to leading through conflict is being aware of:
 - i. Concerns
 - ii. Emotions
 - iii. Conflict Style
 - iv. Personality
- 2. Conflict Style Selection**
 - a. Which of the five styles is appropriate to this situation?
 - b. What is my co-workers default style?
- 3. Conflict Norming**
 - a. Setting the ground rules
- 4. Listening & Language**
 - a. Active Listening
 - b. "You" versus "I"
- 5. Clarity**
 - a. Ambiguity breeds frustration
 - b. Be "Overt" instead of "Covert"
- 6. Modeling**
 - a. Leading the way
- 7. Mining for Conflict**
 - a. Unearthing buried conflict
- 8. Real-Time Permission**
 - a. In the moment of conflict saying go!