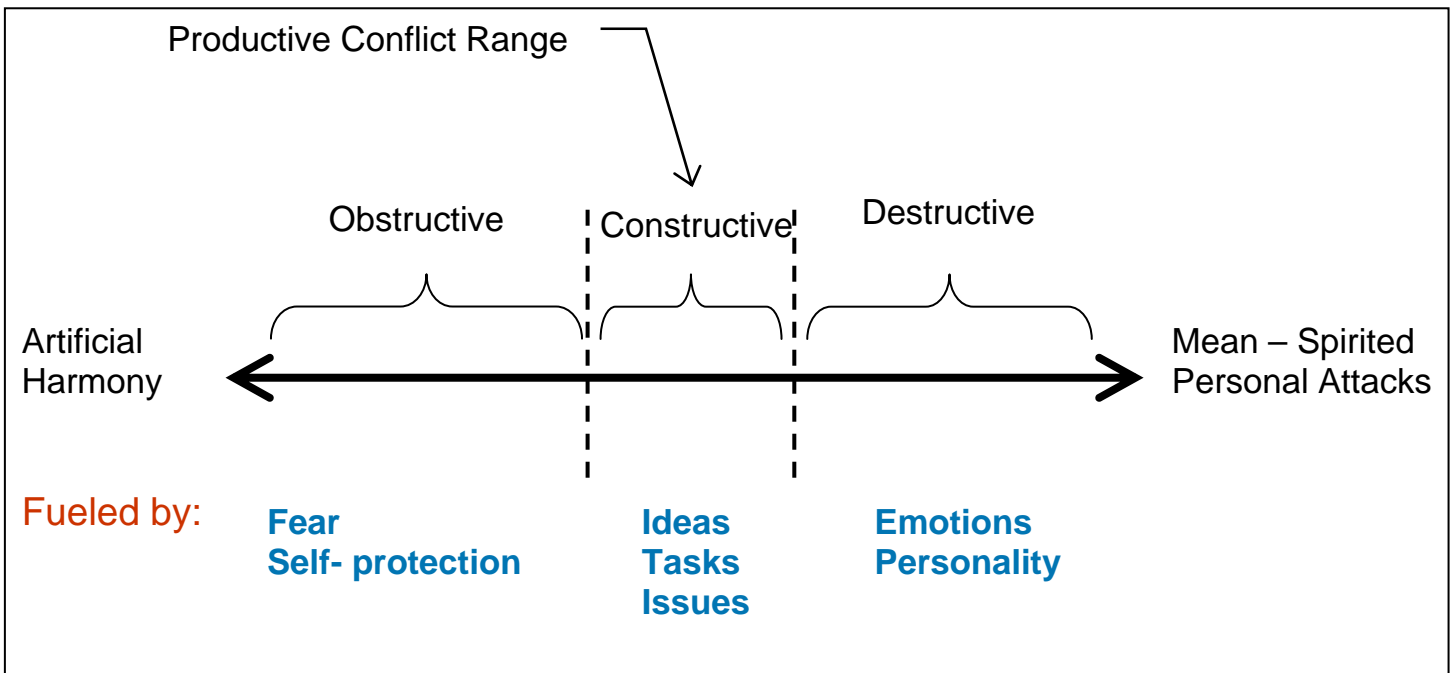




Strategic Leadership Coaching

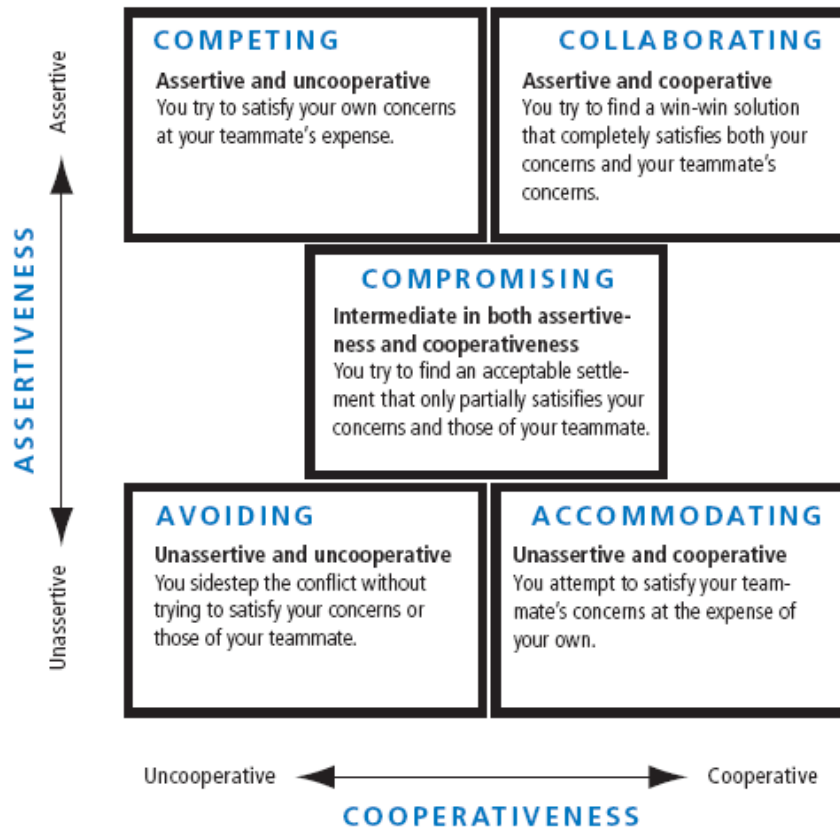
Conflict Continuum





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!