

MOVING FROM CONFLICT TO COLLABORATION

THREE FIRST STEPS

1

become more
aware of

2

better

others

3

learn how to

respond

WHAT'S MY PART IN THIS?

Learn more about

Understand my role in

WHAT CAN I LEARN ABOUT THEM?

Better understand

*Adjust my communication
style and up my*

HOW CAN I BEST RESPOND?

Have

in place

Fill in examples of varying levels of conflict at work:



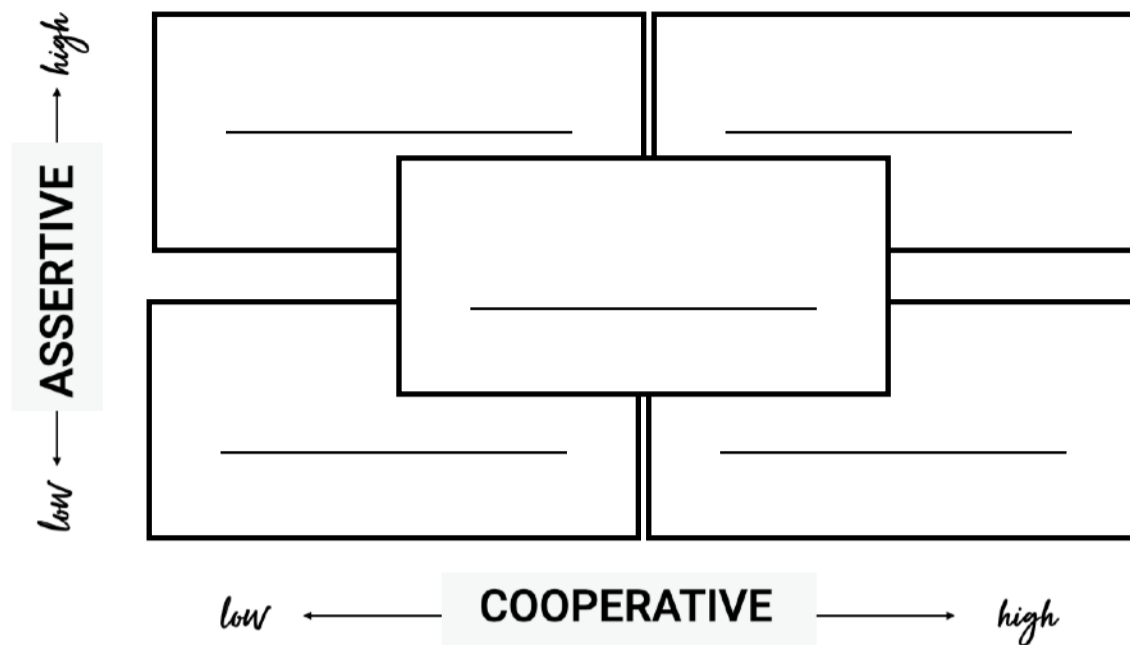




When you think of being in conflict at work, what is it typically about?

MOVING FROM CONFLICT TO COLLABORATION

SHIFTING TOWARD COLLABORATION



CONFLICT-REDUCING STRATEGIES

1

Stay in the starter's box

2

Try to find a slice of alignment

3

Know steps to take

CONFLICT REFLECTION

Do I care enough about this person or situation to do preventative work?

How important is this collaboration to future collaboration?

Am I being a fire starter or a fire extinguisher?