

Conflict Types

- 1 Relationship Conflict
- 2 Task Conflict
- 3 Value Conflict

Strategies for Communication

G: (be) Gentle

I: (be) Interested

V: Validate

E: (use an) Easy Manner

D: Describe

E: Express

A: Assert

R: Reinforce

M: (stay) Mindful

A: Appear confident

N: Negotiate

Steps to Building Stronger Relationships

- 1 Get to know your peers as people and professionals
- 2 Listen to others' ideas
- 3 Learn to receive and give feedback well
- 4 Ask questions and ask for help
- 5 Do what you say you're going to do, when you say you're going to do it
- 6 Build up your EQ (emotional intelligence)
- 7 Take ownership of team and company culture