

CONFLICT TO CREATIVITY™

FROM BREAKDOWN TO BREAKTHROUGH



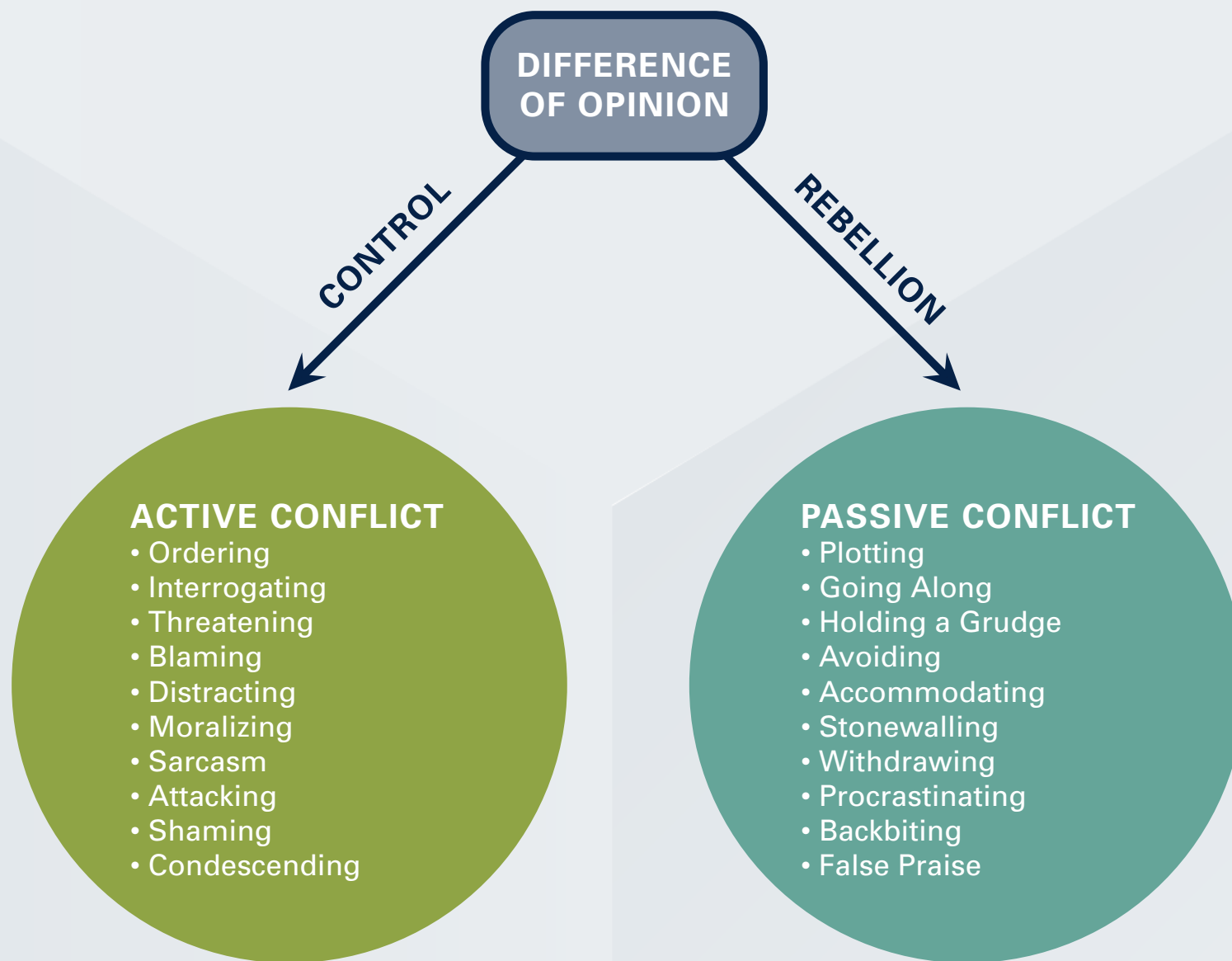
TURBO EVOLUTION™

Those who evolve quickly are leaders.
Those who evolve more slowly are followers.
Those who don't evolve become extinct.





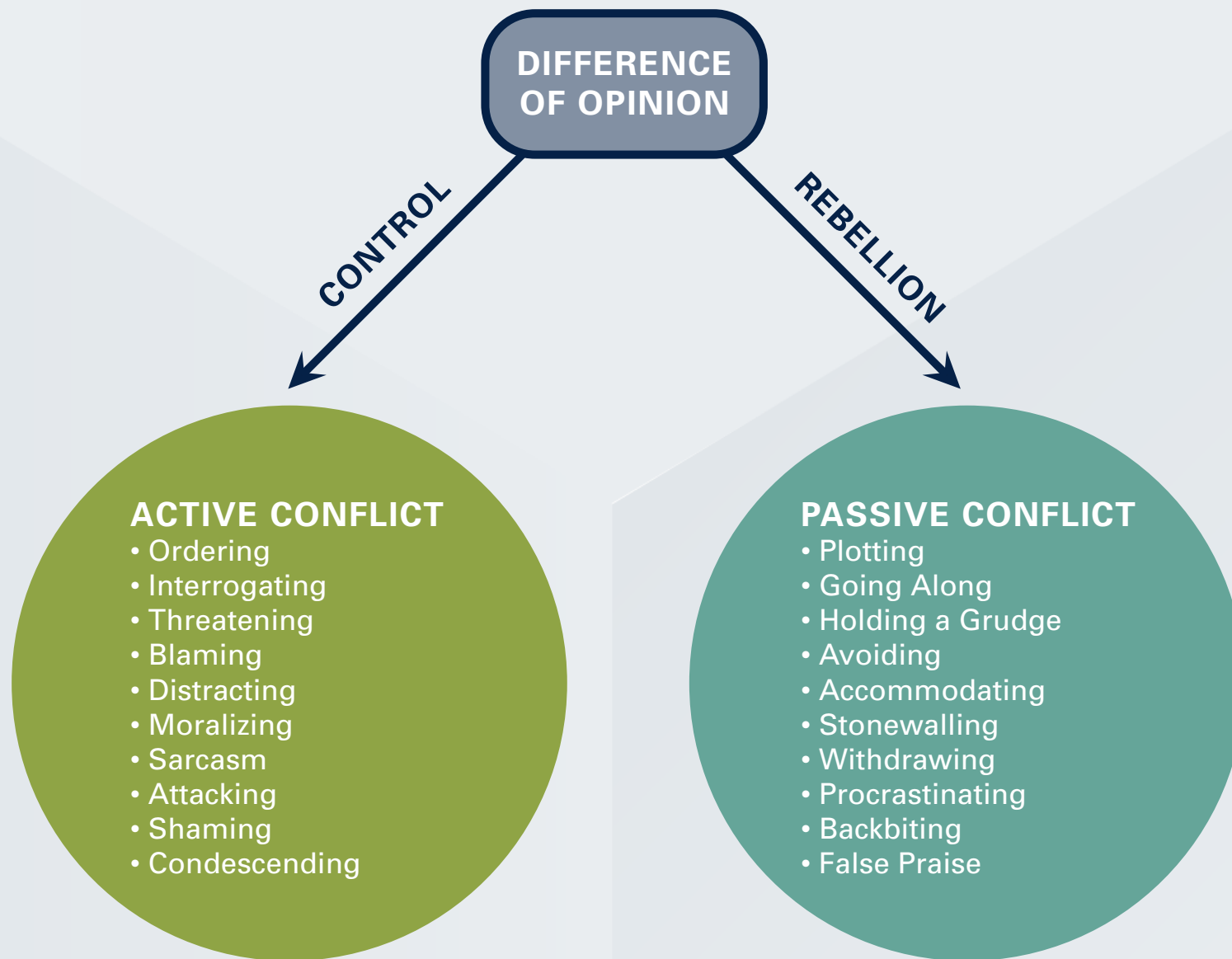
CONFLICT TO CREATIVITY



ACTIVE & PASSIVE CONFLICT STYLES

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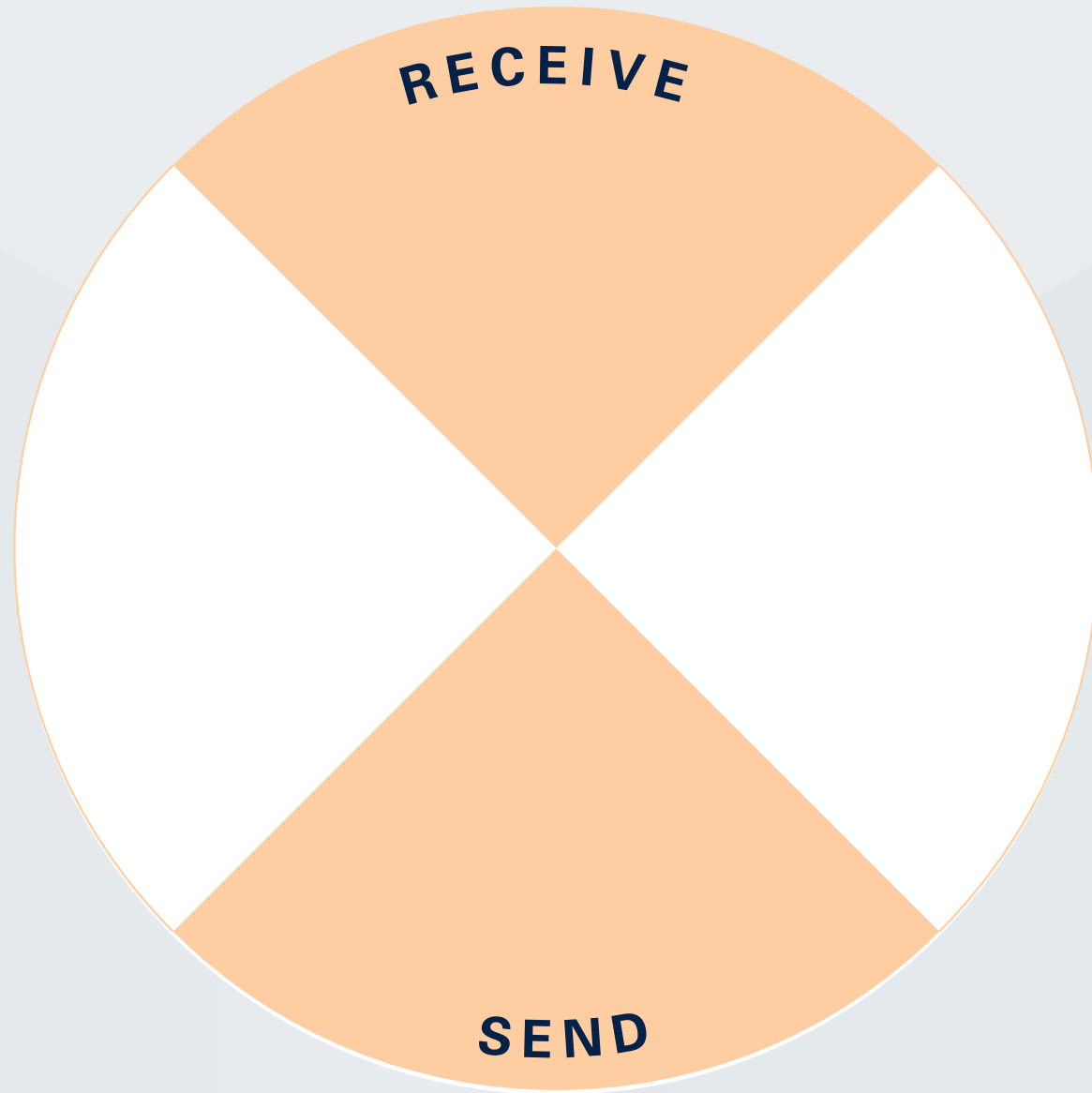
Active	Tool	You	Notes
	Ordering		
	Interrogating		
	Threatening		
	Blaming		
	Distracting		
	Moralizing		
	Sarcasm		
	Attacking		
	Shaming		
	Condescending		
Passive			
	Plotting		
	Going Along		
	Holding a Grudge		
	Avoiding		
	Accommodating		
	Stonewalling		
	Withdrawing		
	Procrastinating		
	Backbiting		
	False Praise		



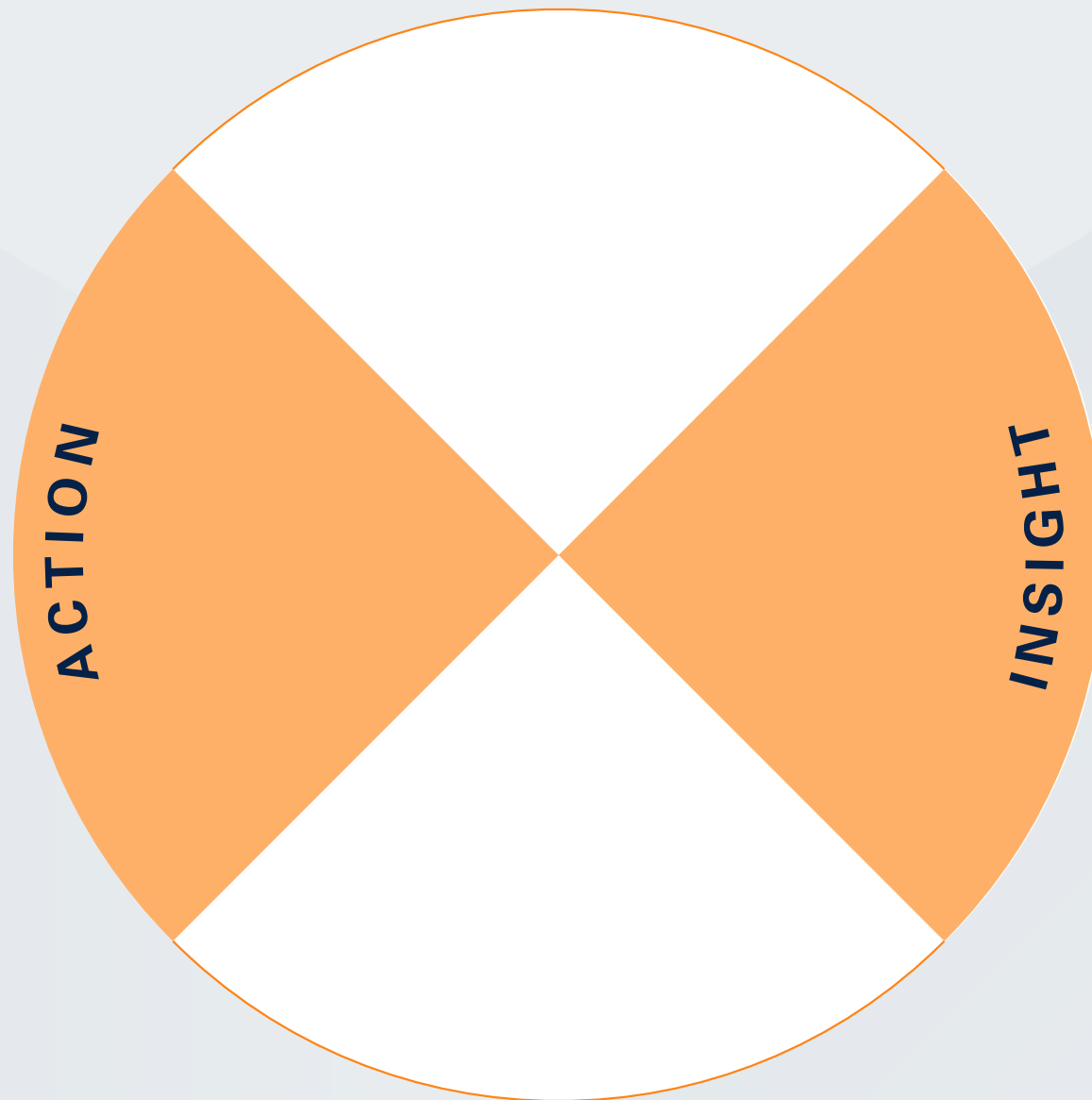
ACTIVE & PASSIVE CONFLICT STYLES



CONFLICT TO CREATIVITY



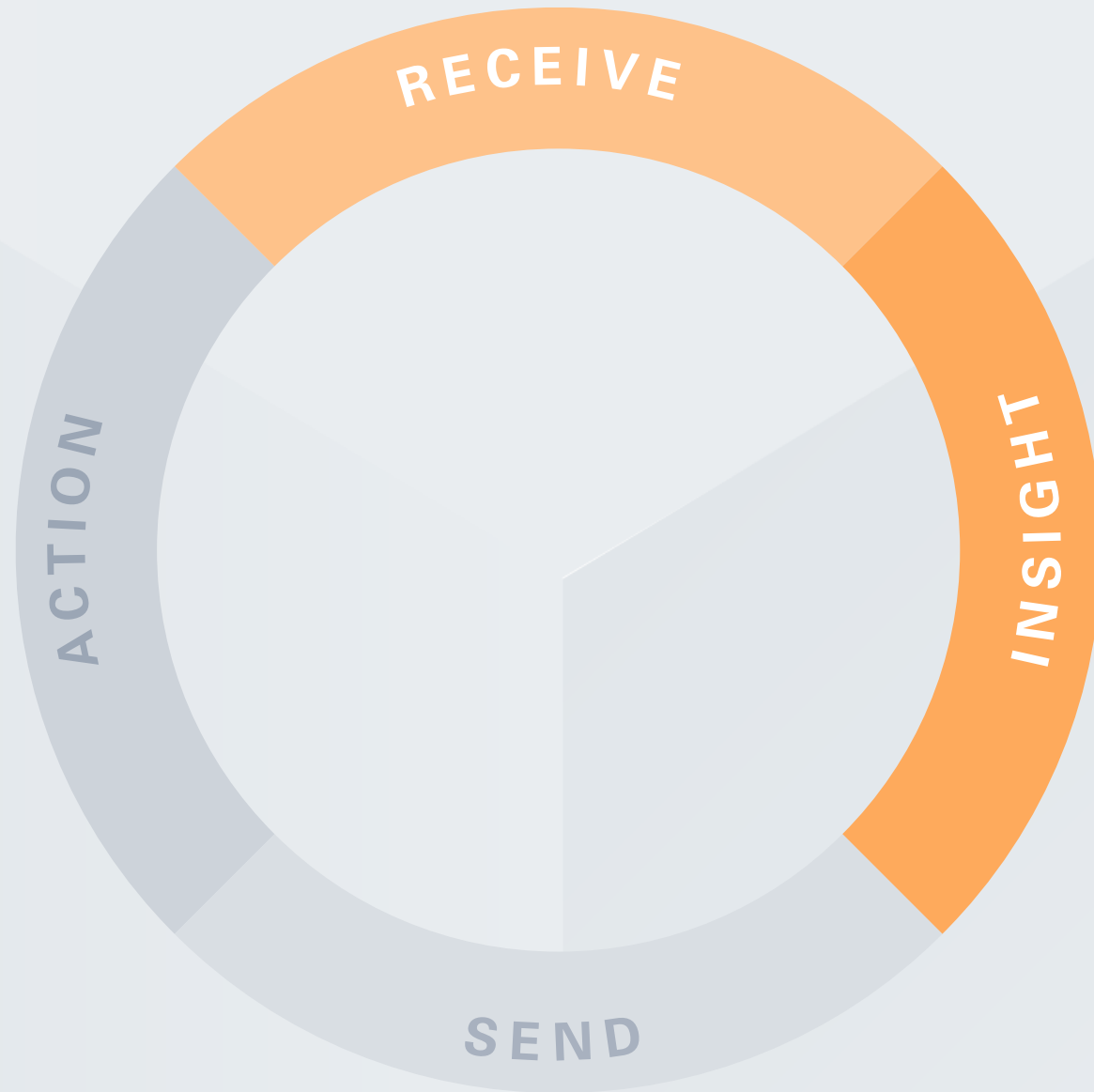
LOCATOR: RECEIVE-SEND



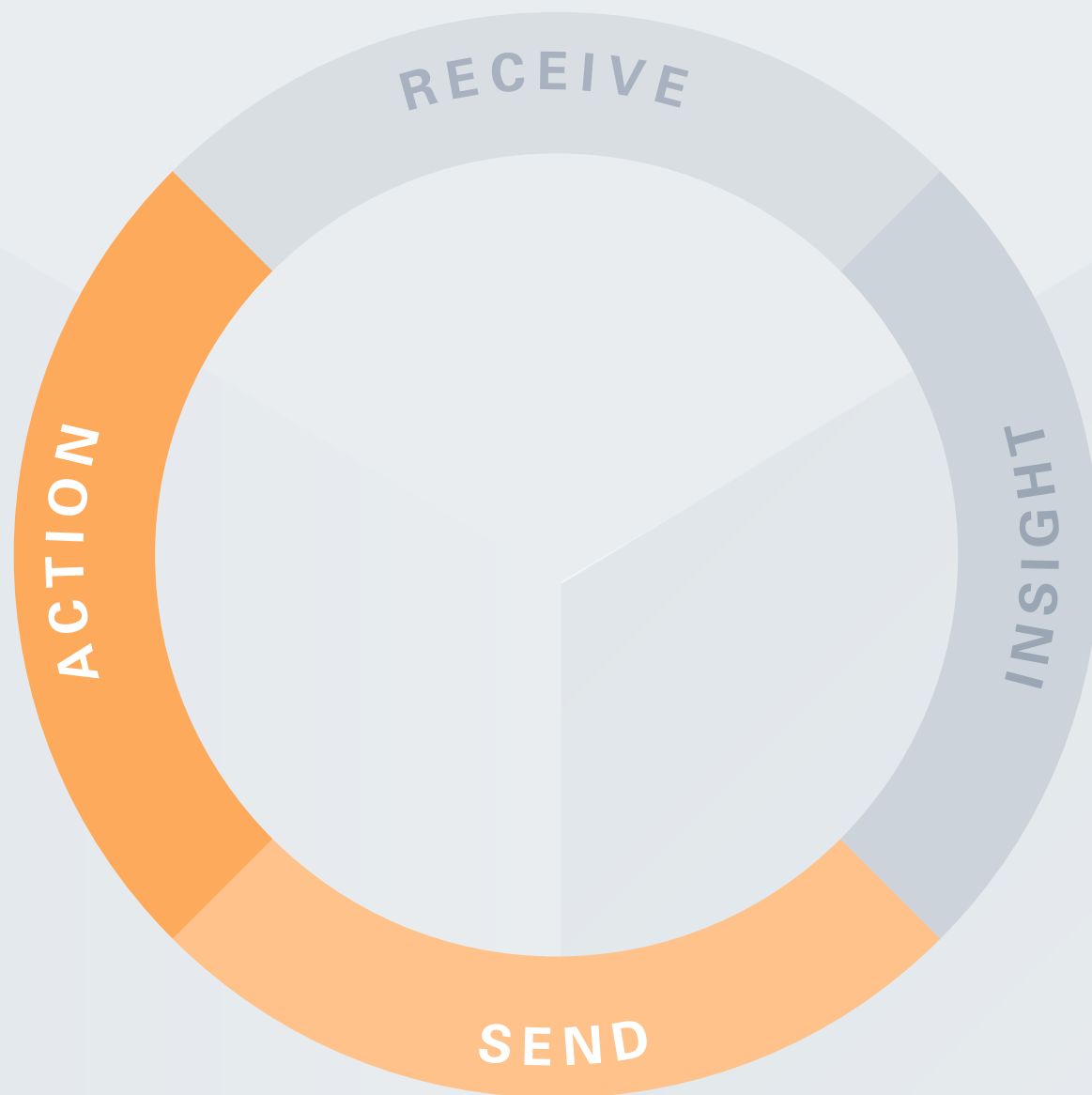
LOCATOR: INSIGHT-ACTION



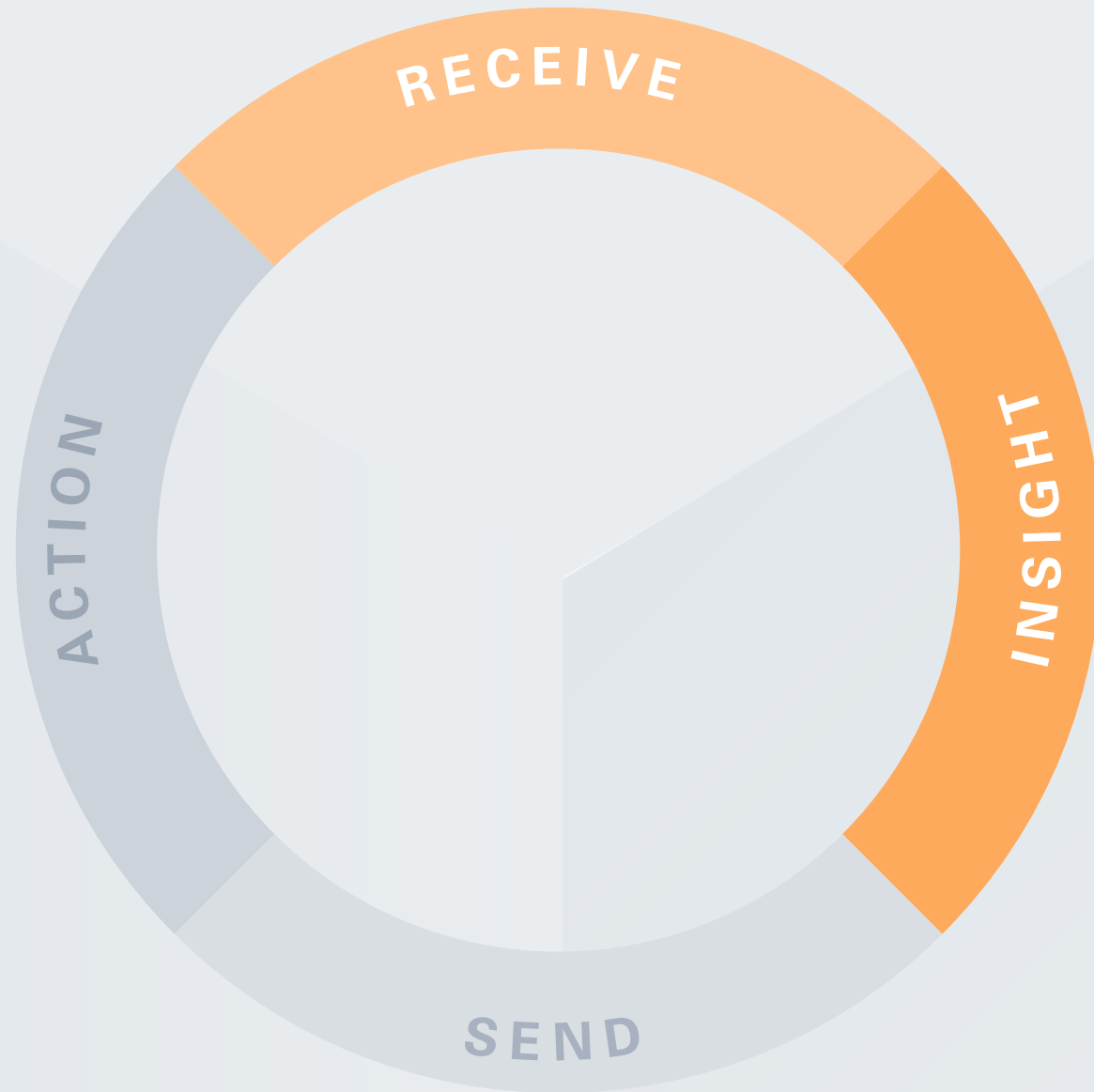
CONFLICT TO CREATIVITY



RECEIVE - INSIGHT



SEND - ACTION



RECEIVE - INSIGHT



1

LISTEN

Pay Attention
Be Authentic and Open
Respect Diversity

2

EXPLORE

"Tell me more"
"Please continue"
"I'm interested in..."

3

SUMMARIZE

"I hear you saying"
"That you think..."
"That you feel..."
"That you think and feel..."

4

INVITE

"Are you open to dialogue?"
1. "I acknowledge your opinion"
2. "Invite dialogue"

5

PRESENT

"Here's my opinion"
1. I-Message
2. Self-disclose
3. My opinion



CONFLICT TO CREATIVITY™

FROM BREAKDOWN TO BREAKTHROUGH

INSTRUCTIONS FOR ROLE PLAY

- **Pick a partner whom you will work with for both sets of role plays**
 - **Receive-Insight**
 - **Send-Action**
- **Agree on one scenario for the Receive-Insight exercise**
 - **Both Users will use this same scenario**
 - **Decide who will go first as CTC user**
 - **The non-user brings up the issue to the CTC user**
- **Spend up to 5 minutes in the first role play**
 - **Then discuss what you both learned**
- **Switch roles and repeat**

RECEIVE - INSIGHT



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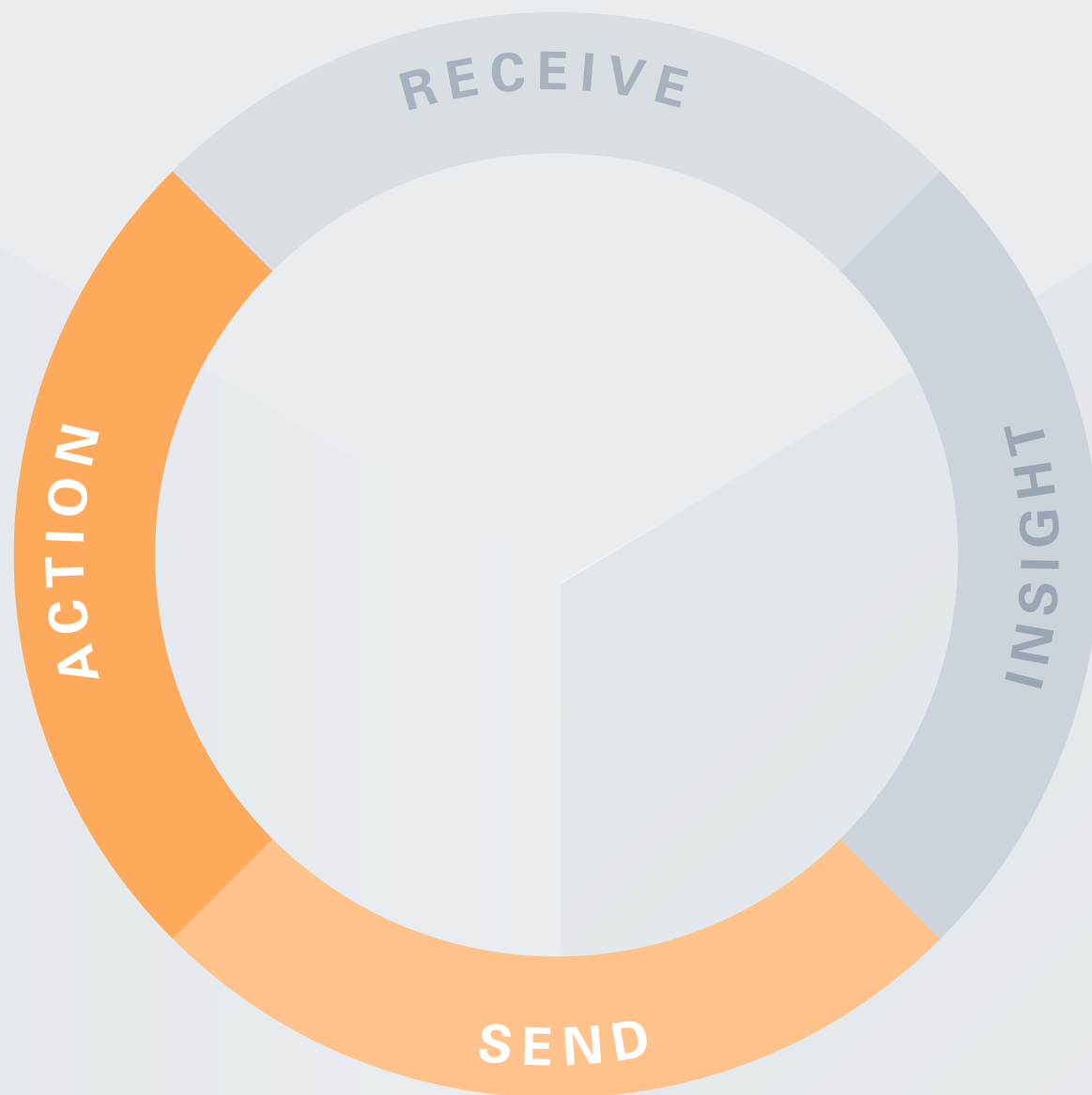
PRESENT

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1. I-Message
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CONFLICT TO CREATIVITY™

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SEND - ACTION



START WITH INVITE – MOVE TO PRESENT



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INSTRUCTIONS FOR ROLE PLAY

- **Work with the same partner**
- **Agree on one scenario for the Send-Action exercise**
 - **Both Users will use this same scenario**
 - **Decide who will go first as CTC user**
 - **The non-user hears the User's opinion**
- **Spend up to 5 minutes in the first role play**
 - **Discuss what you both learned**
- **Switch roles and repeat**

SEND-ACTION



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INSIGHT TO ACTION PLAN

- Takeaways from CTC?
- Action plan?





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