**Leadership Portfolio Worksheet #6: November**

Please answer the questions on this worksheet thoroughly. This month’s theme is: “Conflict Management”. Feel free to add additional notes with thoughts or questions you may have at the end of the document.

**Common Causes of Conflict in the Workplace**

1. In your own words, define what conflict is.
2. What are the 6 main reasons that conflicts occur? Have you witnessed any of them? What was your experience?

**Understanding How People Deal With Conflict**

1. How do you think you deal with conflict? Which style(s) resonates with you the most?
2. Why do you think people choose to avoid conflict?
3. Why might a teammate be inclined to appease others?
4. When do you think competing is necessary?
5. List an example of when bargaining is appropriate.
6. Why might collaborating be the ideal goal when handling conflict?

**OTFD**

1. Practice scripting the steps from OTFD below in your own made up scenario.
   1. Observation:
   2. Thoughts:
   3. Feelings:
   4. Desire:

**The Gift of Conflict**

1. How does Amy Gallo suggest we can view conflict as a "gift"? Do you think that conflicts can lead to positive outcomes in your own experiences? Why or why not?
2. Think about a recent conflict you experienced. How might you approach it differently after watching this talk?

**Additional Notes:**