

## Managing Team Conflict – Exercises

### Personal Response to Conflict

Self-awareness is the most powerful way to start being more effective in managing team conflict. Jot down your answers to the questions below. You can also talk with a trusted colleague and get their feedback on how you manage conflict.

1. **What's a team conflict situation you've experienced?** Describe a situation you recently experienced. Who are the people engaged in the conflict? What's the disagreement about?
2. **How did the conflict make you feel?** Describe the emotions you feel. What comes up for you? Anger? Worry? Excitement? Fear? Anxiety?
3. **What was your reaction?** Our reaction to conflict is very personal. Most of us have habitual reactions to conflict that become our default. Some people default to fighting, others avoid conflict, and some freeze, finding themselves stuck. What are your default reactions to conflict?

4. **What were your beliefs about conflict that create the emotion and reaction?** Often our beliefs are unknown to us until we look deeper to examine them. For example, if we avoid conflict, we may have a belief that it's dangerous. If we welcome it, we may have a belief that conflict can help us get our way.
  
5. **"What was the impact of your default reaction on the team and goals?"** Most of us don't step back to notice how effective our default reactions are. How does your reaction to conflict impact others? Does it help the team achieve its goals? How does it impact team trust?
  
6. **How can you be even more effective in responding to team conflict?"** Your personal answer lies in expanding your range of responses to conflict by choosing a style of conflict management that is most effective in each situation. We cover these in our course.

Here's a bonus question for those who want to commit to getting the most from this course.

**Bonus question: Why is it important for me to dedicate my time and energy to become better at managing team conflict? Imagine 12 months from now you are a master at managing conflict.**

1. What will be different?
2. What will it enable?
3. How will it feel?
4. What new opportunities or possibilities does it open up?