

Managing Team Conflict – Exercises

Healthy vs. Unhealthy Conflict Behaviors

Use the checklist below to first assess yourself. To what extent do you yourself role model healthy conflict behaviors?

Then assess your team. You may also share this exercise with your team to see if it can create good discussion of healthy conflict behaviors. You can pick one behavior you want to practice more as a team. If it's useful, you can even rate yourself on a scale based on how frequently each behavior is observed.

Never	Rarely	Sometimes	Most of the Time	Always
(1)	(2)	(3)	(4)	(5)

Healthy Conflict Behaviors

- Team members openly share their unique perspectives.
- Team members are open to listening to others' different perspectives.
- Team members debate passionately about ideas and solutions.
- While team members may have different points of view, they focus on achieving common team goals.
- Team members communicate with a tone of respect that builds trust.
- Team members can admit failure or weaknesses.
- Team members ask each other for help.
- Team members hold each other accountable for results.
- Team members surface and address unhealthy conflict behaviors quickly.
- Team members give each other open and honest feedback.
- Team members resolve differences directly rather than going behind each other's backs.

And here's a bonus question for those who want to have a positive impact on your team.

Bonus question: What commitment am I making to practice one new behavior that will help me role-model healthy conflict? You may choose to ask a trusted colleague to be your accountability partner in helping you to practice this new behavior.