



Constructive Conflict Worksheet

Description

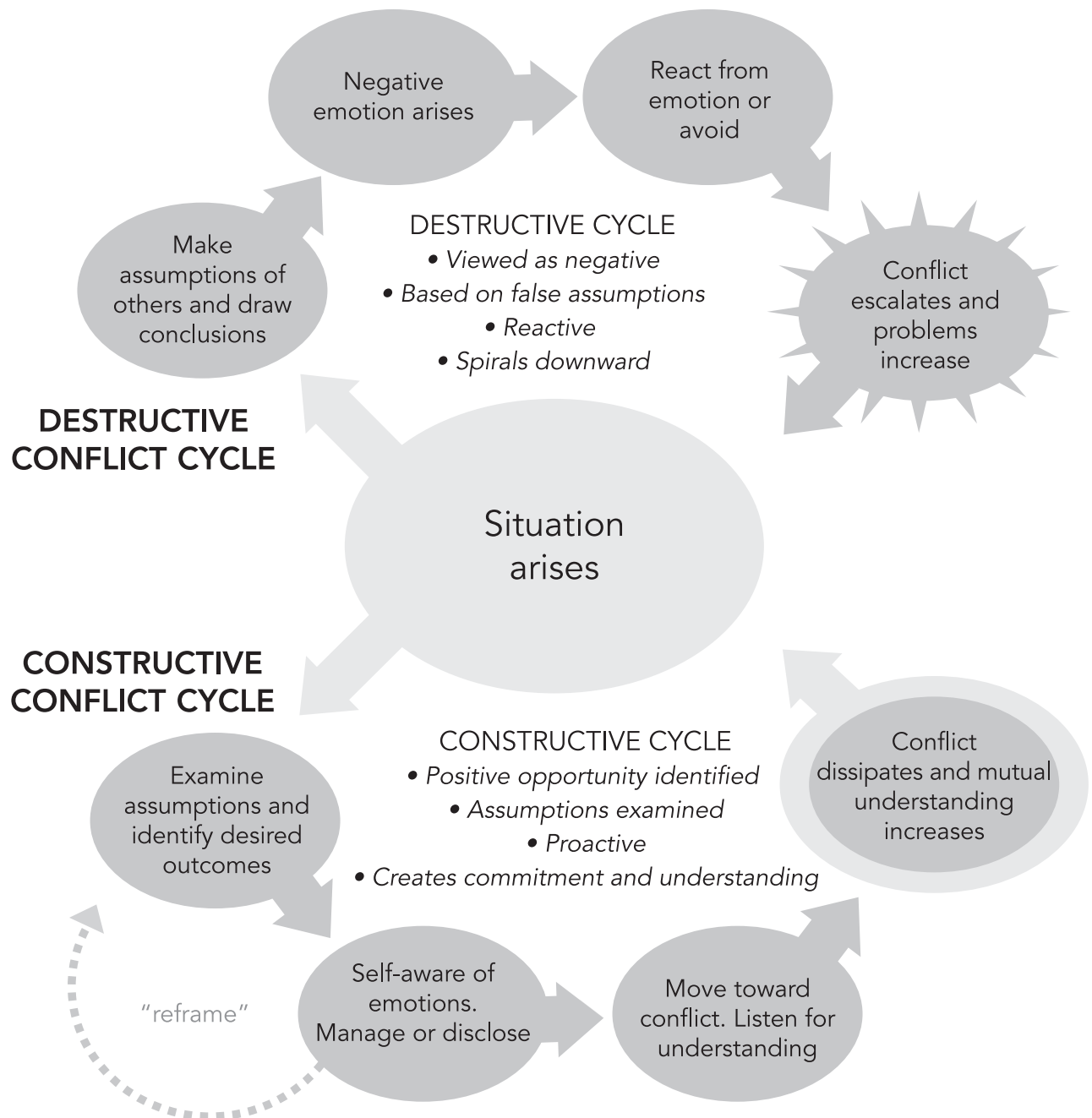
Encountering and navigating conflict in interactions is one of the most frequently cited challenges voiced by emerging leaders in organizations. A common default reaction to potential conflict is to avoid it, thus avoiding possible negative consequences that may result (i.e. hurt feelings, anger, disapproval). Avoidance, however, typically creates more difficulty.

More productive is to develop the capacity to move toward conflict constructively, viewing it as a potential source of growth and learning that can yield greater engagement, commitment, mutual understanding, and ultimately results.

Instructions

The *Constructive Conflict Worksheet* illustrates two cycles for navigating conflict — either destructive or constructive — and raises questions to help you reflect on the situation you are navigating. To use this tool:

1. Become familiar with the dynamics of the cycle and recognize how it may show up in your own experience.
2. Use the worksheet to reflect on the situation that you face.





Constructive Conflict Worksheet

Describe the situation that you are facing:

1. View this situation as an opportunity that can positively impact ALL parties involved, increase learning, commitment, and outcomes. From this perspective, what are the outcomes that you want?
2. Examine the way that you are currently viewing the person, situation, and likely outcomes in the left column, and reflect on the perspectives you could hold that would be most useful and productive in the right column.

Current Perspective:	Desired Perspective:
<ul style="list-style-type: none">• What do I tell myself about this person or situation?• What beliefs do I have about this "under the surface?"• What is my "default" position, posture or attitude? Tips for using Co-Active Coaching skills for middle and top performers, where the objective is to boost good performance to become great.	<ul style="list-style-type: none">• What assumptions could I make about this person or situation that would hold them in the best possible light?• What beliefs could I have about this that would increase mutual understanding and progress?• What attitude or position will contribute most to successful outcomes?

3. What are my "emotional hot-buttons" — the things that happen to which I have a strong emotional reaction that is hard to control? How do I tend to react in those situations?

4. What are three strategies I can use to handle this situation constructively?

1.

2.

3.
