Respect ideas, opinions, differences, and **behavioural styles**

Setting Ground Rules for Collaborative Conversations
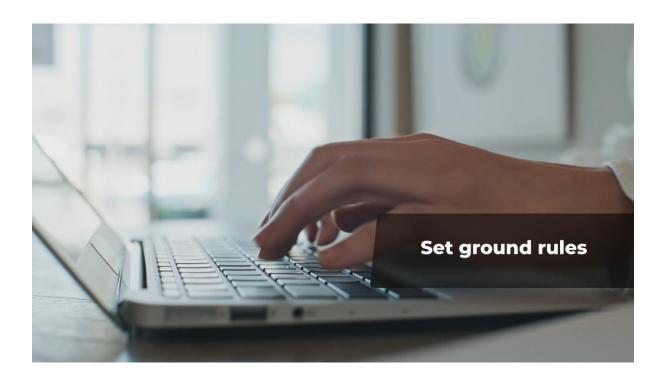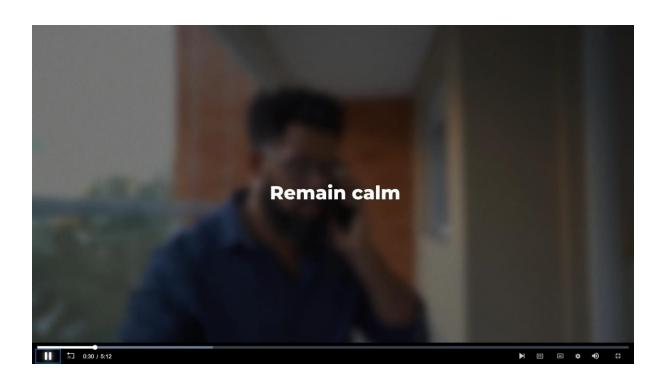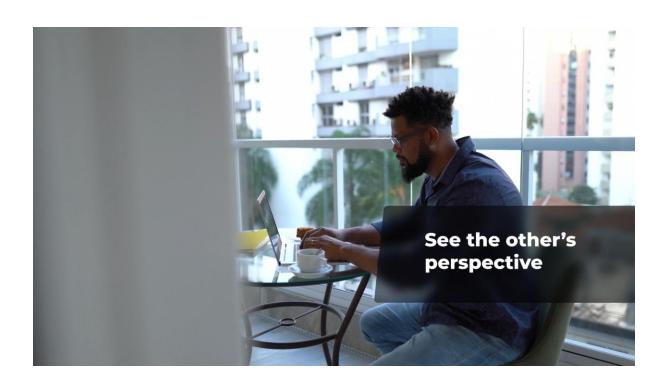
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Set ground rules

Remain calm

0:30 / 5:12

Easier to **think and speak effectively**

See the other's perspective

Fight or flight response

Owning your emotions

Avoid blaming others

Address the problem **without blame**

Watch out for sentences that start with "you"

2:42 / 5:12

Keep the conversation

Listen actively

Restate what they're saying, **reflect, validate** their ideas

Ask questions

Think about a difficult conversation with a colleague

Were you able to manage your feelings?

4:56 / 5:12

Navigating conflict
is essential

Use strategies to:

· Defuse conflict
· Promote collaboration
· Stay on track

0:30 / 4:15

Find a connection

Show the other party that you understand

Show you understand by:

· Relating a personal experience

Show you understand by:

· Relating a personal experience
· Engaging in dialogue

Focus on a shared goal

Use logic to counteract irrationality

2:10 / 4:15

Explain your thoughts calmly

Be willing to compromise

How do you manage conflict at work?

Creating Win-win Collaboration out of Conflict

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Appreciate a range of motivations, opinions, and perspectives

0:18 / 4:57

Strategies to create **win-win situations** in conflicts

0:40 / 4:57

Identify each other's **needs**

Understand their **perspective** and **goals**

Separate the person from the problem

View conflict as:

· A genuine difference of opinion

· Not a personal attack

Use **active listening, mirror** their **perspective**

Invent creative options for mutual gain

Think about:

Improved reputation

Better networking opportunities

Enhanced portfolio

3:23 / 4:57

Conflict where you could have benefited from a win-win mentality:

How could you have better approached the situation?

People who turn conflict into collaboration have:

- A cooperative mindset
- A high level of self-awareness
- Empathy
- Curiosity

Ground rules:

- Remain calm, own your emotions
- Avoid blame, keep it impersonal
- Listen actively, ask questions

Find a connection, show you understand

...us on a shared goal

...e logic to counteract
...ationality

...e willing to compromise

To create win-win outcomes:

- Identify the other person's needs

- Treat the relationship as long-term

- Separate the person from
  the problem

- Invent creative options for
  mutual gain