
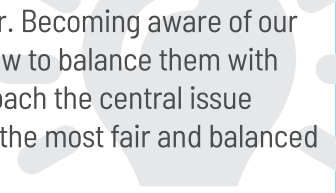


### This Week is About...



taking a deeper look at how our emotions affect how we navigate conflict and often push us to use one Conflict Style over the others.

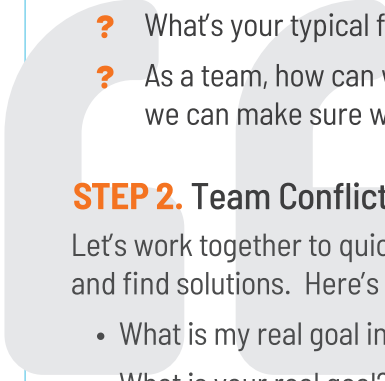
### Why it Matters



Conflict is often an emotional matter. Becoming aware of our emotional reactions and learning how to balance them with the facts of the issue helps us approach the central issue more clearly. Then we can arrive at the most fair and balanced resolution quicker.

### During Your Team Meeting

#### STEP 1. Get the conversation going:

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- ? What's your typical feeling when a conflict arises?
  - ? As a team, how can we do a quick emotion/logic check with each other when a conflict arises so we can make sure we keep our emotions from shutting us down rather than talking it through?

#### STEP 2. Team Conflict Resolution Strategy:

Let's work together to quickly create a list of questions we can use with each other to help us work through conflicts and find solutions. Here's a few examples to get us started:

- What is my real goal in this conflict?
- What is your real goal?
- What do we have in common?
- What are we REALLY disagreeing about?
- Can you tell me more about how you see this or how you are affected by it?
- How does this ultimately affect our customer and what's the best decision we can make for them?

What are some other questions we could add to this list that would specifically help our department and the unique challenges we face sometimes? *(Write their responses on a whiteboard or flip chart)*

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Discuss for about 10 minutes (longer is great if it's a good discussion and you have time). Find a place in your office or team common area to hang your list of Conflict Resolution Questions.