Productive Conflict™ Framework

Warm-Up
Work-Out
Cool-Down
# Productive Conflict™ Framework

<table>
<thead>
<tr>
<th>Warm-Up</th>
<th>Work-Out</th>
<th>Cool-Down</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Am I considering possibility conflict is an opportunity? That their view &amp; mine may be right?</td>
<td>2. Be respectful</td>
<td>2. More to do? Affirm progress, confirm next steps</td>
</tr>
<tr>
<td>3. Am I assuming their intent is positive?</td>
<td>3. Ask open-ended questions</td>
<td>3. Use PC Framework for next conversation</td>
</tr>
<tr>
<td></td>
<td>5. Value outcome and relationship</td>
<td>Appreciate what you (and they) did well</td>
</tr>
<tr>
<td></td>
<td>6. Address red flags</td>
<td></td>
</tr>
</tbody>
</table>

**Productive Conflict™:** See conflict as opportunity for better outcome, you engage with respect, value relationship & outcome.
5 Red Flags

1. Safety at risk
2. There’s an ethical issue
3. Someone emotionally charged
4. Their view is fixed
5. Costing you your well-being

- Withdraw, get help
- Assess influence & responsibility, act
- Be calm, take break, reschedule
- Agree to disagree
- Ask “Is it worth it?”
Additional Resources

• Convention bonus to reduce team conflict: “5 Power Hacks to Rapidly Align Teams”

• To inquire about a Productive Conflict™ workshop for your leaders and team contact: Beth Hand
  +1 703.820.8018 Eastern
  bethhand@leadershiphand.com
  www.leadershiphand.com