

Productive Conflict™ Framework



Warm-Up
Work-Out
Cool-Down



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Warm-Up	Work-Out	Cool-Down
<ol style="list-style-type: none">1. ID kind of conflict2. Am I considering possibility conflict is an opportunity? That their view & mine may be right?3. Am I assuming their intent is positive?4. Am I considering other perspectives & what else is contributing?	<ol style="list-style-type: none">1. Be self-aware & self-manage2. Be respectful3. Ask open-ended questions4. Seek shared interests5. Value outcome <i>and</i> relationship6. Address red flags	<ol style="list-style-type: none">1. Handle any red flags2. More to do? Affirm progress, confirm next steps3. Use PC Framework for next conversation4. Conflict resolved? Appreciate what you (and they) did well

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

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- 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