

# Conflict – dealing with it and beyond

## Conflict at the Core

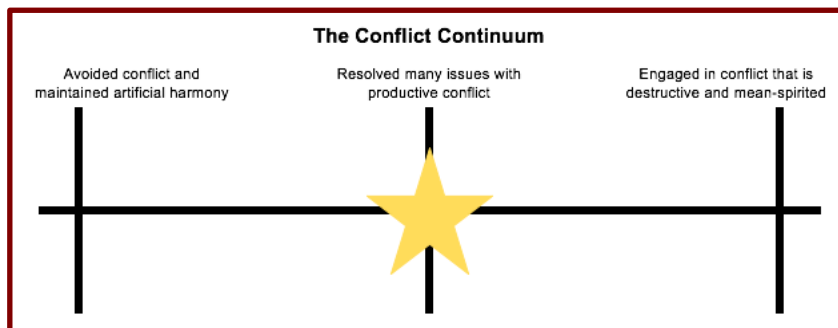
We are all programed to know that conflict is bad. Conflict is a sign of unrest. Conflict is destructive. But is it? Can conflict be healthy? Can conflict strengthen a team or organization? Can conflict build trust?

## Building on Trust

Once your team has trust that is strong, noticeable, and sustained, healthy conflict shifts from an argument or debate, to a discussion or gift. Conflict leads to clarity, partnership, and discovery of the best solution to a complex problem.

Conflict is also about being open with each other. There are times where we “pick our battles” but there are also times where we need to speak up. We need to engage, coach, and support. With this we achieve results – results not for us alone; rather, we achieve results for our team and our organization.

This choice is represented by the conflict continuum:



## A Conflict Inventory

As we build our teams, reinforce the foundation that supports our employees, our teams, and our organizations – take a moment and think about the last time you had a “conflict”. Ask yourself the following: how did you feel? What were the facts? Was there mutual respect? What was done to create a solution together? What was the outcome? How is the relationship today?

## Sources of Conflict

SILENCE  
CONFUSION  
EXCLUSION  
SILOS  
SELFISHNESS  
RIGIDITY  
FEAR  
GREED  
CHANGE  
POWER  
SCARCITY  
AMBIGUITY



In 1989, Stephen R. Covey first published his capstone project, *The 7 Habits of Highly Effective*

People. This revolutionary and inspiring work helped business professionals shift their thoughts and approaches to a stronger partnership with others. So many interpretations and perspectives followed, but a core concept remains the same. When you focus on the “third alternative” everyone wins. When partners in work and life disagree, embrace the fact that we have more in common than not, trust each other, respect each other, and embrace your shared solution – not yours or hers, rather ours. Interdependence, partnership, team health – those are the rewards.