

CONFLICT MANAGEMENT

INTERVIEW

When directed, find a partner and interview each other by asking the following questions. Be prepared to share what you hear from your partner.

1. What is your greatest strength when relating to people?
2. If you could change one thing about the way you handle conflict, what would it be? Why?
3. Which of the following behaviors do you tend to utilize when you are not managing conflict effectively:
 - a. Avoid conflict
 - b. Accommodate conflict, wanting everyone to get along
 - c. Give in and say yes too soon
 - d. Get into conflict by accident
 - e. Let things fester rather than dealing with the conflict directly
 - f. Wait until it goes away
 - g. Excessively competitive and have to win every dispute.
4. What are some reasons that you tend to use those behaviors?
5. What is a conflict situation you encountered in the past that did not turn out as well as it could have turned out? (this could be an actual conflict situation, a conflict you avoided, a conflict you anticipate having in the coming weeks, or a conflict you anticipate having if you confronted someone about their behavior)

DEFINITIONS

WHAT IS CONFLICT? _____

WHAT IS CONFLICT MANAGEMENT? Navigating _____...while building the
_____.

SKILLED BEHAVIORS

- Steps up to conflicts, seeing them as opportunities
- Reads situations quickly
- Good at focused listening
- Can hammer out tough agreements and settle disputes equitably
- Can find common ground and get cooperation with minimum noise

UNSKILLED BEHAVIORS

- Avoids conflict
- May accommodate, want everyone to get along
- Takes conflict personally
- Gives in and says yes too soon
- Gets into conflict by accident
- Doesn't see it coming
- Will let things fester rather than dealing with them directly
- Will try to wait long enough for it to go away
- May be excessively competitive and have to win every dispute

SKILL 1: CREATE _____

SKILL 2: ADOPT THE BEST _____

REFLECTION: How might your invisible goal be affecting your ability to manage conflict effectively?

SKILL 3: FLEX MY APPROACH

[SEE ADDITIONAL HANDOUT]

REFLECTION: Where are you confident? Where are you anxious?

SKILL 4: EMBRACE THE OPPOSING _____

SKILL 5: STOP _____

TAKEAWAYS

ABOUT MARK

Mark Kenny helps leaders build functional, collaborative, and aligned teams through his strategic team consulting, speaking, and training programs.

Mark brings three decades of experience, first in IT and operations, followed by running a software company, and later in speaking and consulting. Over the course of his career, Mark has worked with multiple industries including public sector, technology, healthcare, manufacturing, engineering, financial services, and retail and in a variety of organizations such as Nissan, Mars, State of Tennessee, Ohio State University, HCA, Vanderbilt, and the US Army.

Mark is the author of *The Hippo Solution: Eliminate Territorial Thinking and Unleash the Power of Teams*, the host of the *Becoming Unassailable* podcast, and a part-time basketball coach.

Mark currently lives outside of Nashville, Tennessee with his wife, daughter, and three sons.

Connect with Mark and learn more about his work at MarkSKenny.com.