

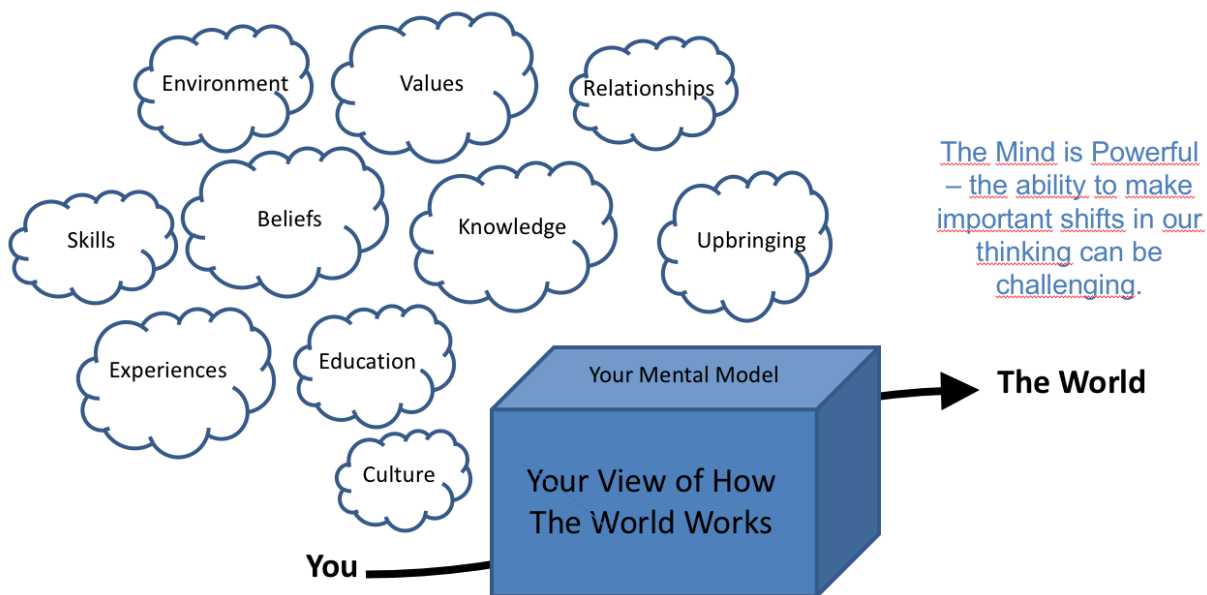


Collaboration and Conflict: A Survival Guide

Session A: Conflict, A Strategic Advantage

What is conflict?

What aspects of your mental model might be interfering with interpersonal relationships?
Achievement of goals? Collaboration efforts?



When measuring the costs/value of conflict, where do you see the greatest opportunity for improvement?

- Direct Costs: salaries of all involved, often includes consultant and sometimes attorney fees

- Productivity Costs: Value of productivity or the time of those involved in the conflict scenario
- Continuity Costs Loss/advantage of ongoing relationships including the "community" they embody
- Psychological Costs The emotional experience of focusing on and being involved in conflict

How might you improve how you leverage diversity and inclusion to build a stronger business strategy or framework?

The four keys to leverage conflict for STRATEGIC impact are:

- 1.
- 2.
- 3.
- 4.

Which type of conflict creates the most tension in your organization?

- Personality Clashes
- Task/Assignment Issues
- Approach to Work/Culture
- Lack of Clarity on Expected Outcomes

What remedy's will you try to use to address it?

What are your thoughts about managing conflict for strategic impact?

1. Debrief conflict situations for broader key learning opportunities.
2. Look for the "third option" in conflict.
3. Train all staff in communication methods and techniques.
4. Embrace cognitive diversity at all levels.
5. Help all staff become more EQ savvy.

Notes:

Session B: When Collaboration and Conflict Collide: 5 Strategies to Remediate the Inevitable

Define Collaboration:

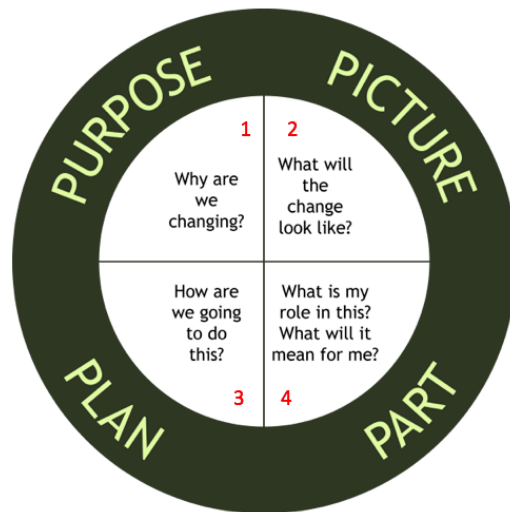
What are the six ways unmanaged conflict can interfere with and derail business goals?

1. No Team Charter

2.

3.

What's your PIN?



4. Not enough thought given to building the team.

5.

6.

The 7 Strategies to Remediate Conflict Ridden Collaborative Efforts

1. Quickly find common ground.

2. Establish a team charter.

3. Get the right players to the table.

4. Agree upon the rules of engagement.

5. Select a team leader, the right team leader.

6. Identify key players.

7. Communicate better.

Notes: