

Conflict

When teamwork on the fly goes sideways



Confidentiality

Review

Most important pieces in partnership, feedback, and conflict...

- Humility
- Curiosity
- Willing to Risk in Relationship
- Know your “Why?” and your feelings and needs

Conflict is a
disrupted expectation
where
an essential
belief, commitment, or goal
you cannot abandon
is at stake for you.

Conflict

- Find common ground
 - Curiously listen to understand their “why”
- Separate ideas from identity
 - humble, others are smart too
- Be open to persuasion
 - willing to risk in relationship, and this is a risk



Conflict is hard because....

We listen to reply.

Not to understand.

In conflict, until you understand and acknowledge another's "Why?" they will perceive you as a threat and will actively undermine, resist, avoid, or attack any threat.

What do we practice?



Group Debrief

Did you hear the why?
How did you know?

Listening to Understand

Intellectual Humility

- Listen for their “Why?”



Name your conflict.

Why

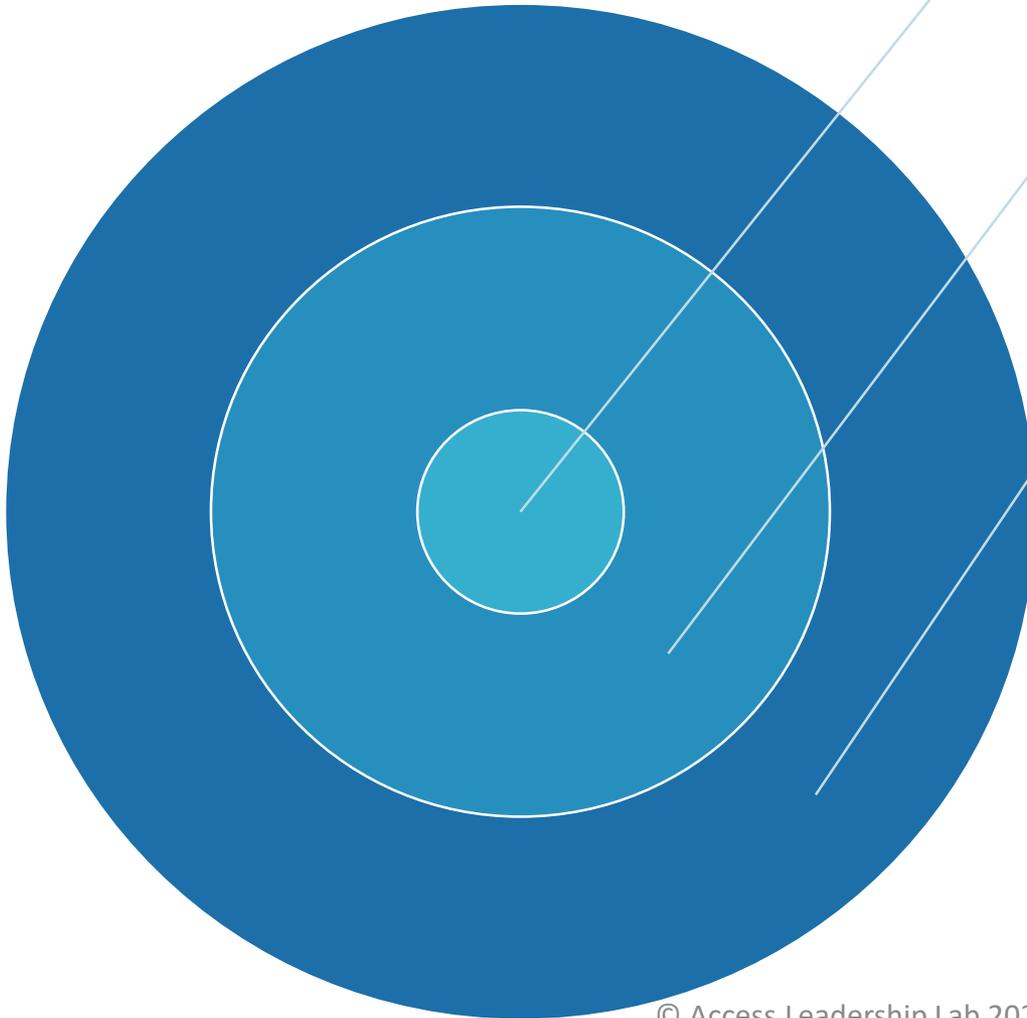
Limbic Brain and
Body

How

Neocortex and
Body

What

Neocortex



What “why”
– deeply held belief –
created the conflict?

When do I get to speak?

We all want to
be heard.
It's fair.



Reactivity – Threat to our Why



Threats drive
fundamental reactions
hardwired in the body to
protect our
psychobiological need for
safety, connection and
dignity.

When you consciously bring attention to your breath, you reconnect to your body.

This settles your nervous system.

It helps you respond, not react.

Ask your conflict partner
for some feedback.

What would be a risk you could
take in your conflict?

What would be a line of curiosity
about the other person's why?

In your conflict,

- What is has changed about how you perceive this conflict?
- Is there any uncertainty about your original position?



Group Debrief

A few comments?



Thank you!