

When you hear the word **CONFLICT** what comes to mind?

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Flipping th Script on Conflict to Transform Your Workplace Culture

Mindset | Approach | **Benefits**



www.articulated-intelligence.com

Lindsay Clarke
Conflict Coach

Lindsay@artticulted-intelligence.com

CONFLICT

is born from a **difference in opinion,**
interests and values

and

is often a result of/involves **different**
perceptions of the same occurrence.

Conflict = an opportunity to explore different opinions, interests and values as well as take others' perspectives in order to find common ground.

CASE STUDY



Mindset

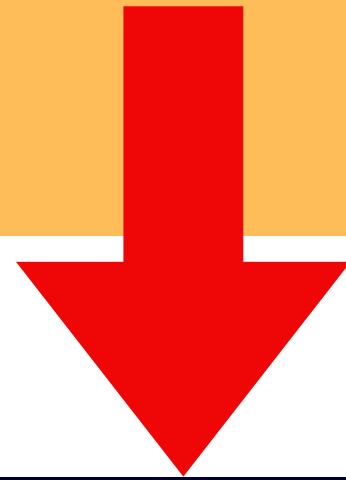
Embrace

**Hard
Conversation**



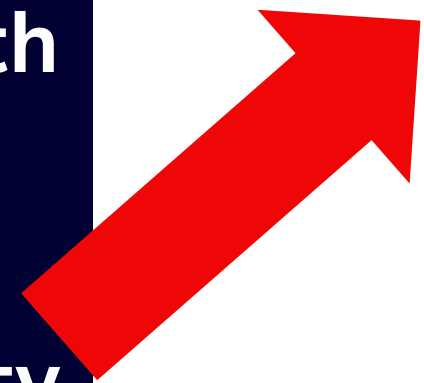
Avoid

Avoiding Conflict



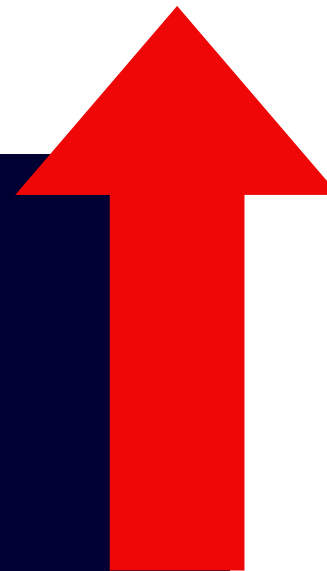
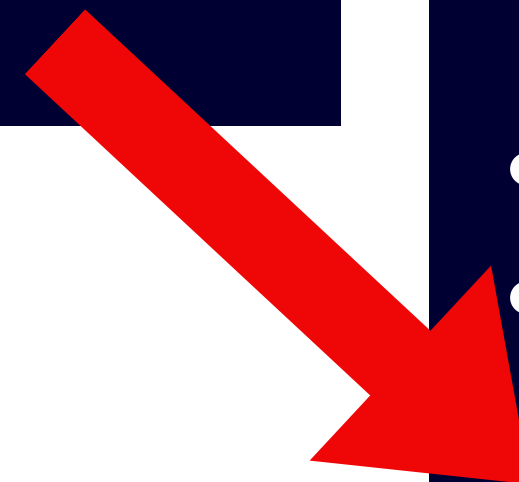
- Deeper misunderstandings
- Missed opportunities for learning and growth
- Seeking Validation elsewhere
- Decreased authenticity

- Mistrust Grows
- Poor relationships are solidified
- Venting, assumptions, double downing, and dishonesty.

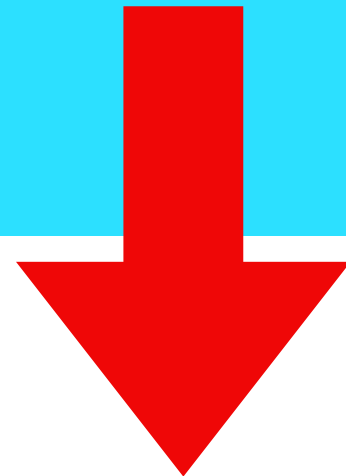


Toxic culture & High turnaround

- Negative & misplaced focus
- Stagnancy
- Decreased sense of belonging
- Low morale

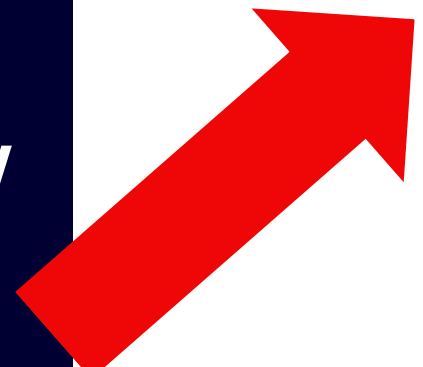


Addressing Conflict

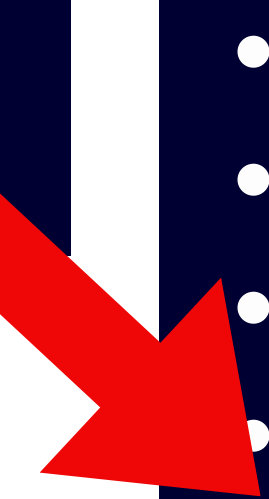


- Perspectives heard
- attached meanings are revealed
- Actions are owned
- Harm is acknowledged
- Agreements are made/repair is planned

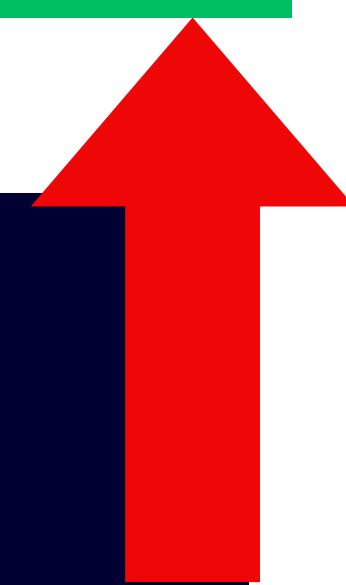
- Personal Growth
- Trust and empathy builds
- Hope and confidence increases
- Relationships are strengthened



- Increased...
- positive energy
 - productivity
 - sense of belonging
 - morale
 - empowerment



Positive Culture



Why do hard conversations often go south?



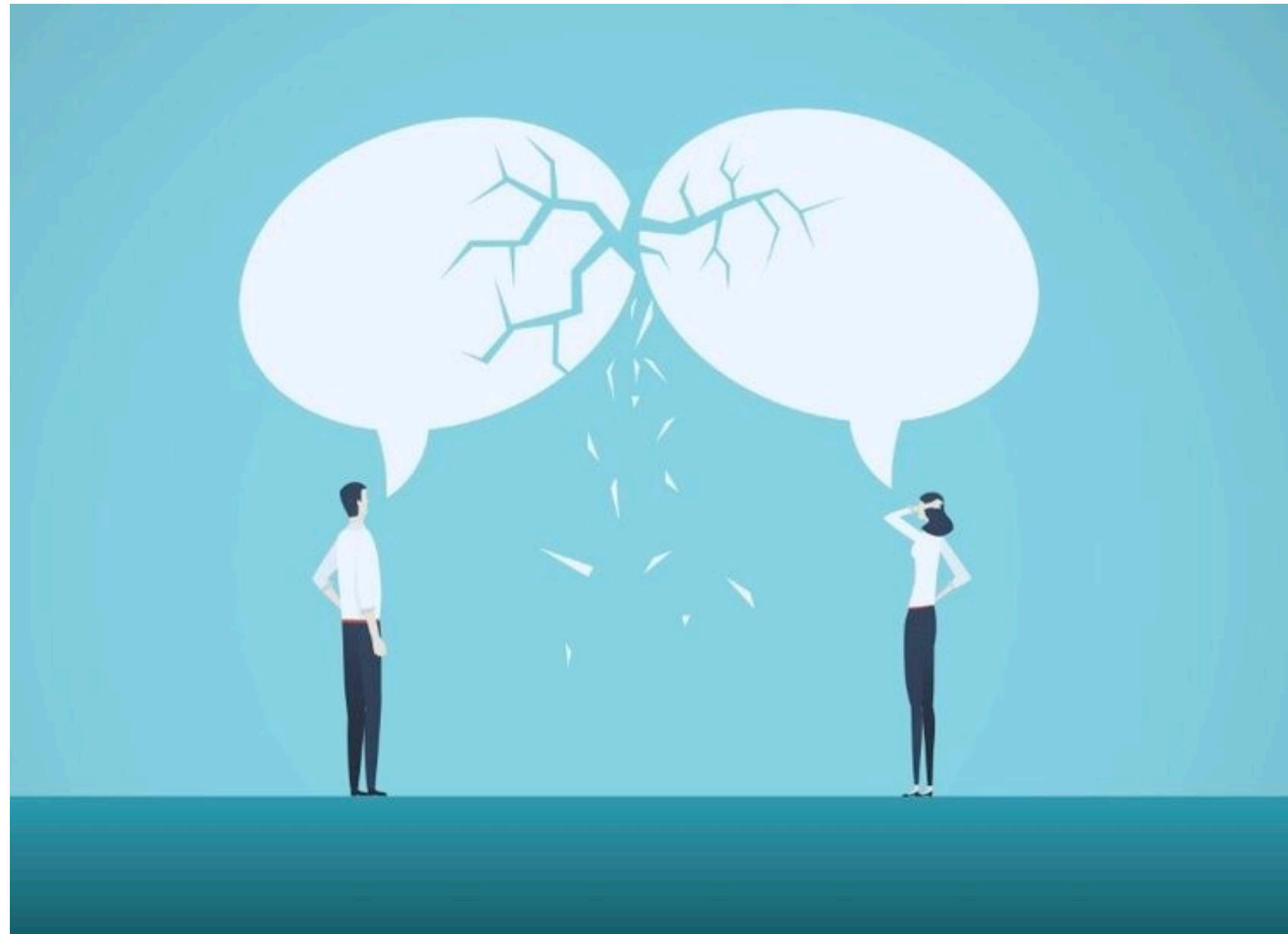
Why do hard conversations often go south?

- **Lack of Curiosity**
- **Defensiveness**
- **No plan**



LEAD WITH CURIOSITY

To disrupt the cycle of miscommunication



LEAD WITH CURIOSITY

To disrupt the cycle of miscommunication

BEFORE:

Check yourself...

- Are you **calm enough to be curious?**
- What's the story are you telling yourself?
 -
- What's the actual issue/outcome?
- What are my concerns?
- What can I own?

DURING:

Check the other person...

- What's the story they are telling themselves?
- How is it different from yours?
- Where is there common ground?

**SELF-PRESERVATION =
DEFENSIVENESS =
FIGHT OR FLIGHT**



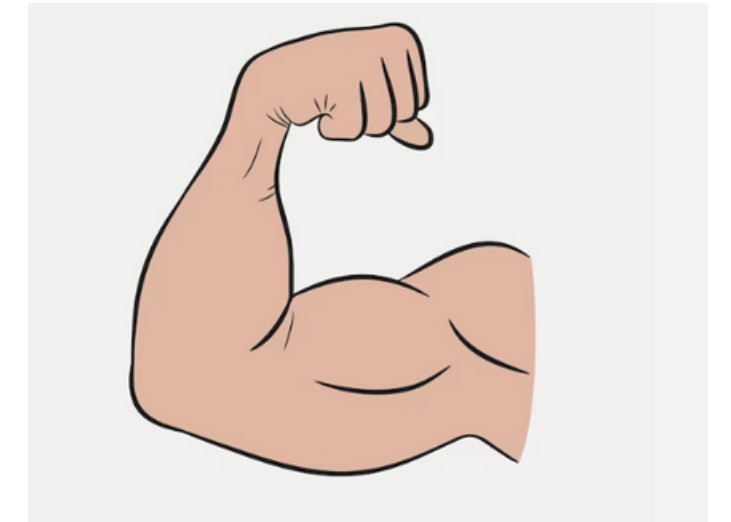
How to combat defensiveness: **BUILD SAFETY!**

Plan to:

- State your positive intention..”I don’t..., I do...”
- Be **DIRECT** and **FACTUAL** and **BLUF**
- **RELATE** and **OWN**
- **LISTEN, MIRROR, VALIDATE**
 - seek to understand before being understood
- Pause to **ask questions** and build safety whenever you **detect defensive behavior**.

Now that you have prepared with intention...

GO IN WITH A PLAN!



The TSCS (Touchy Subject Conversation Starter)

Step into a hard conversation feeling confident,

lead with curiosity and build safety!

TSCS

STEPPING INTO A HARD CONVERSATION

3 Steps

1. State the facts
2. Tell Your story
3. Ask them to share their story

Script

1. “What I noticed/heard/saw...”
2. “That makes me think/wonder...”
3. “Can you help me understand...”

Don't forget to continuously:

- Use the TSCS formula
- Build safety
- Seek to understand
- Find common ground
- **Make an agreement/call to action and follow up**

THANK YOU + MY GIFT FOR YOU!

