

## Session #7: Conflict & Crucial Conversations

### Objectives:

- Examine conflict including healthy and unhealthy behaviors in conflict.
- Understand personal triggers and reactions when in conflict.
- Identify key elements of a crucial conversation and strategies for success.
- Learn skills to apply in crucial conversations.

### Healthy vs. Unhealthy Conflict

**Concept:** People respond to conflict in different ways. Learning and identifying our differences can help make conflict feel less threatening because reactions are less likely to be surprising. Not only do we all handle conflict differently, but there are both healthy and unhealthy ways to engage in conflict. This map shows these behaviors.

**Class Activity:** During class, participants were asked to reflect upon this map and be honest about which behaviors they engage in during conflict. They were then asked to think back to situations where they engaged in unhealthy behaviors and identify what triggered them to move from healthy to unhealthy behaviors.

**Manager Follow-up:** To continue the participant's learning, please find below a list of questions to utilize to facilitate a conversation around this topic with your participant. In addition, we encourage you to share how you would respond to these questions to support the conversation and continue to build your relationship with the participant.

- What healthy behaviors do you engage in during conflict?
- What unhealthy behaviors might you engage in during conflict?
- What triggers you to move from your healthy behavior to your unhealthy behavior?
- What is one thing that you could do differently to self-manage to avoid shifting to unhealthy behaviors?
- How could you share or apply this information with your direct reports and/or colleagues?

