

Let's Have Some FUNctional Conflict

Leanne King & Harold Hardaway, Ph.D.

When initiating conflict...

- Don't wait
- Put on their shoes
- Stick to the facts
- Move towards resolution
- Watch your body language

Process

- Introduce the conversation
- Describe what happened
- Share the impact
- Have dialogue
- Make a suggestion or request
- Build agreement on next steps

When receiving conflict...

- Listen
- Acknowledge emotions, don't argue
- Ask good questions
- Move towards resolution

Process

- Listen
- Acknowledge emotions
- Ask good questions
- Have dialogue
- Make a suggestion or request
- Build agreement on next steps

Interested in continuing the conversation? Contact us at...

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