

Wednesday

WeBelong Monthly:



Positive Conflict



Conflict

When you think about conflict or going into conflict, what does that look and feel like for you?



The Why

Why did you have the reaction you did? Because our past influences our feelings of conflict.

We respond to conflicts based on our perceptions of the situation, not necessarily to an objective review of the facts. Our perceptions are influenced by our life experiences, culture, values, and beliefs.

When you enter a conflict situation already feeling threatened, it's tough to deal with the problem at hand in a healthy way. Instead, you're more likely to either shut down or blow up in anger.

So, how do we resolve our conflicts?

Source: Help Guide

Because conflict is inevitable at work
and in life, we should be prepared to

face it and embrace it.

Positive Conflict

A positive conflict also referred to as healthy conflict, is a conflict that resolves productively and constructively.

When there is a disagreement, instead of one side winning and another losing, **both sides come to a greater understanding with a net positive outcome for the organization.**

It is creative friction that gives people a voice and leads to positive outcomes. People can share diverse perspectives, present new ideas, pursue innovations, and identify new opportunities.

Source: Masterclass / Projections Inc.

How to Encourage Positive Conflict

- Encourage differences of opinion and healthy conflict.
- Reward, recognize, and thank people willing to take a stand and support their position.
- Provide employees with training in healthy conflict and problem-solving skills.
- If you experience little dissension in your pods or meetings, reflect on your own actions.

Source: The Balance Careers

How to Practice Positive Conflict

It's important to have strong active listening skills and to stay engaged, so everyone feels heard with these steps.

- Listen first
- Use "I" statements
- Look for the root cause
- Agree on facts
- Offer compliments
- Try to find a compromise

Source: Masterclass

The Benefits

Efficiency: While it might take more time on the front end, it will save time and energy in the long run and prevent misunderstandings.

Trust: When people know their voices are heard, creativity has the freedom to flow, and it invites diverse points of view.

Emotional Intelligence (EQ): Having a high EQ as an organization = attracting and retaining top talent!

Alignment: With the win-win approach, the more common ground there is and attachment to the overall goals .