



An HRD\* Leadership Development Program

# Conflict Intelligence in Action

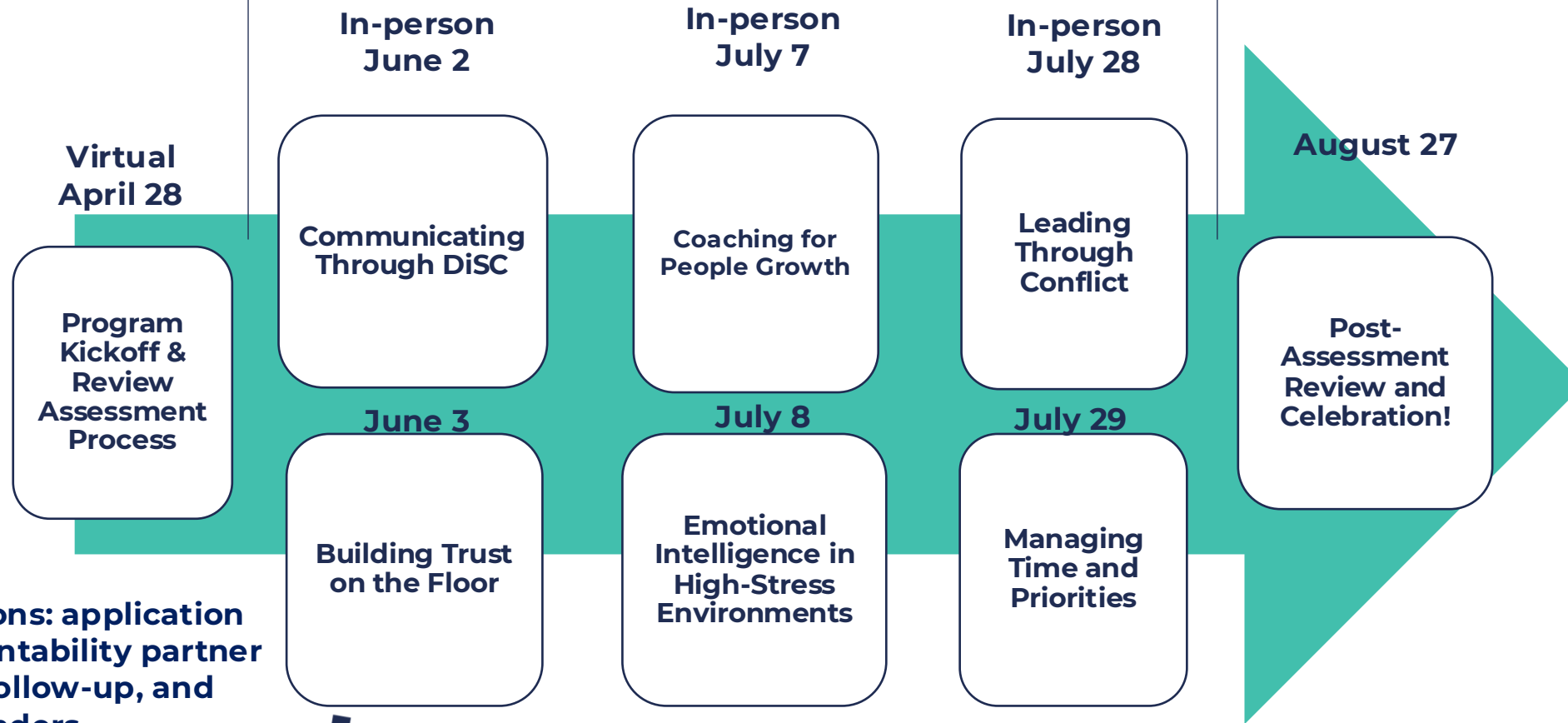


# Floor-Leadership Essentials: Growth Experience

All sessions will be 10 am – 12 pm

Pre-Self Assessment & DISC

Post-Self Assessment



**Between Sessions: application exercises, accountability partner connection, follow-up, and reminders**

# Why Conflict Resolution Matters



\$359B lost annually to workplace conflict (CPP Global Human Capital Report).

85% of employees experience conflict at work.

25% say conflict leads to illness/absence (SHRM).

*“Conflict costs more when ignored than when addressed.”*



**Think of a time you avoided a workplace conflict.**

**What happened as a result?**



# Conflict as an Advantage



**Spectrum:** Destructive → Neutral → Constructive Conflict

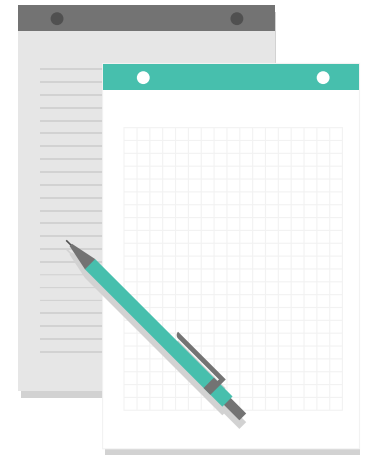
**Google's Project Aristotle:** Psychological Safety = Top Driver of Team Performance

# Conflict Intelligence (CIQ) Framework



- 1 Emotional Intelligence
- 2 Deep Listening
- 3 Framing
- 4 Negotiation
- 5 Mediation

# CIQ Self-Assessment



# Identifying & Troubleshooting Conflict

# Four Types of Conflict

- 1 Task
- 2 Relationship
- 3 Process
- 4 Values

# Waning Signs

- 1 Gossip
- 2 Avoidance
- 3 Disengagement
- 4 Meeting Tension

# Right Fight Framework



- 1 Alignment with mission/strategy?
- 2 Significance to results/relationships?
- 3 Will engaging improve outcomes?



**Which conflicts are worth engaging?**

**What makes them “right fights”?**

**How do leaders avoid wasting energy on trivial issues?**



# Five Steps to Conflict Resolution



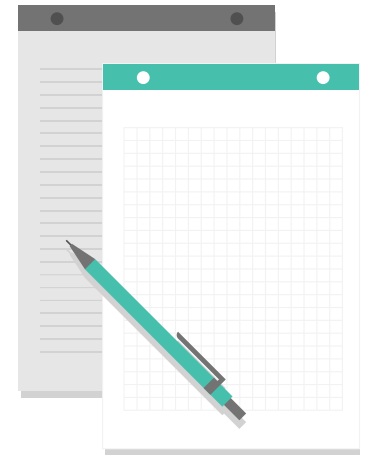
- 1 Prepare & Manage Self**
- 2 Listen & Explore Perspectives**
- 3 Frame the Issue Clearly**
- 4 Collaborate on Options**
- 5 Agree & Follow Through**

# Five Practices for Organizational Health



- 1 Clear Policies
- 2 Culture of Respect
- 3 Ground Rules for Healthy Conflict
- 4 Ongoing Training
- 5 Leadership Modeling

# Healthy Conflict Charter





**What's one thing you'll do  
differently in your next conflict?**



# Questions?



# Thank You!

**“Leaders are either hostages of conflict or secure base leaders who use it to build stronger teams.”**

*- George Kohlrieser*