

Healthy Conflict, 4.3: On the Same Team

Summary

- A lot of conflict is seen through a zero-sum lens - there must be a winner and a loser. But healthy conflict recognises that there are different ways to the same goal. Being focussed on that goal can make the differences much easier to handle and remove the fear of disagreement.
- A useful mantra is: *'we're on the same team.'* It encourages a focus on what you share and what you are working towards, and prepares us for collaboration.
- It is also helpful to be directive towards those goals when in conflict situations. Actively asking: *'What is it we are both working towards here?'* or *'What is our shared goal?'* can be a good way to lessen the fear of 'losing' out in the conflict.

Exercises

- 1) Think about three difficult conversations you have had or want to have in the future:
 -) What are the shared goals and purposes?
 -) What could you ask in those conversations to bring attention to those shared goals?
 -) To what extent does focussing on those change how you view that conflict?

Resources and links:

- <https://hbr.org/2022/09/how-to-navigate-conflict-with-a-coworker> Article with some good advice for handling conflict, including language and curiosity.

Evaluation:

We would really appreciate your feedback through these short questionnaires on the videos and their usefulness. Your feedback will help us improve future content.

Prior to watching the videos



After watching the videos

