



**3COZE**

COMMUNICATE | CONNECT | CONTRIBUTE

# THE GOOD FIGHT

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[www.3coze.com](http://www.3coze.com)

# Overview

- The Case for Conflict—why we need conflict for healthy organizations, engaged teams, and less stressful lives
- The Conflict Code—how to have productive conflict
- Systematizing Conflict—how to neutralize and normalize conflict



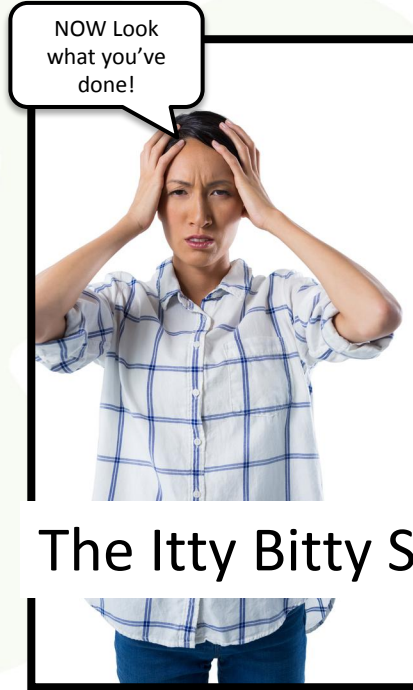
# The Case for Conflict

# Conflict Debt

- Organizations, teams, and individuals suffer from “conflict debt”
- Conflict debt is the build up of unresolved issues
- We all pay the interest on conflict debt. For example:
  - Failing to prioritize leads to increased workload and burnout
  - Side-stepping uncomfortable topics causes inefficient workarounds
  - Avoiding an inter-personal issue leads to stress and sleepless nights
- Think of a conflict affecting you at work



# The Source of Our Conflict Avoidance



The Itty Bitty Shitty Committee

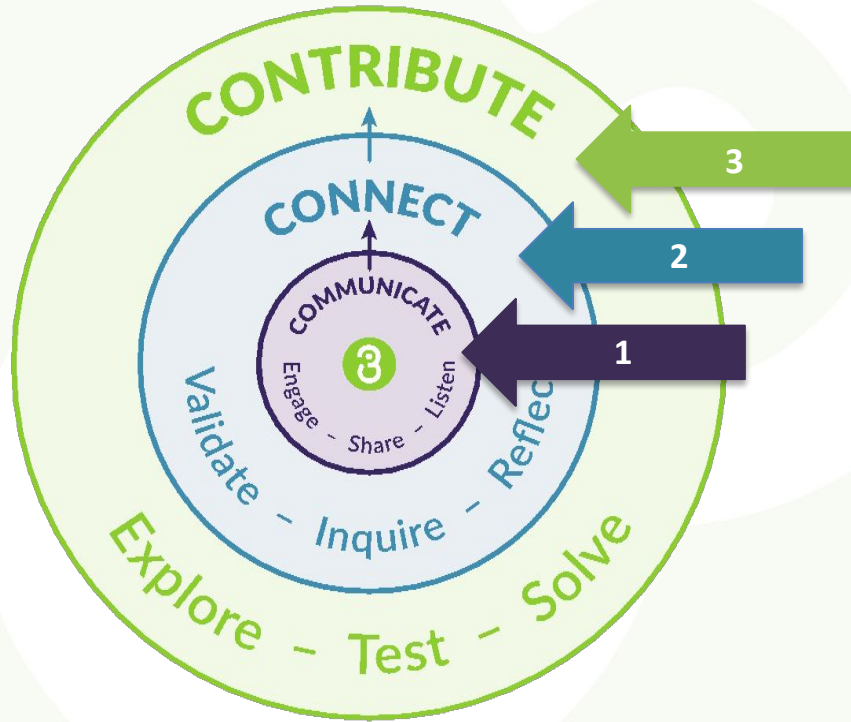
# The Conflict Code

# Productive Conflict?

- Productive conflict is not fighting, bullying, yelling, or gossiping
- It is disagreement, discord, and discomfort that moves things forward
- Productive conflict shows up in many ways...
  - Giving someone feedback that they don't want to hear
  - Voicing an unpopular perspective
  - Pursuing a concern while others are trying to come to resolution
  - Resisting against a decision
  - Advocating for something others don't find important



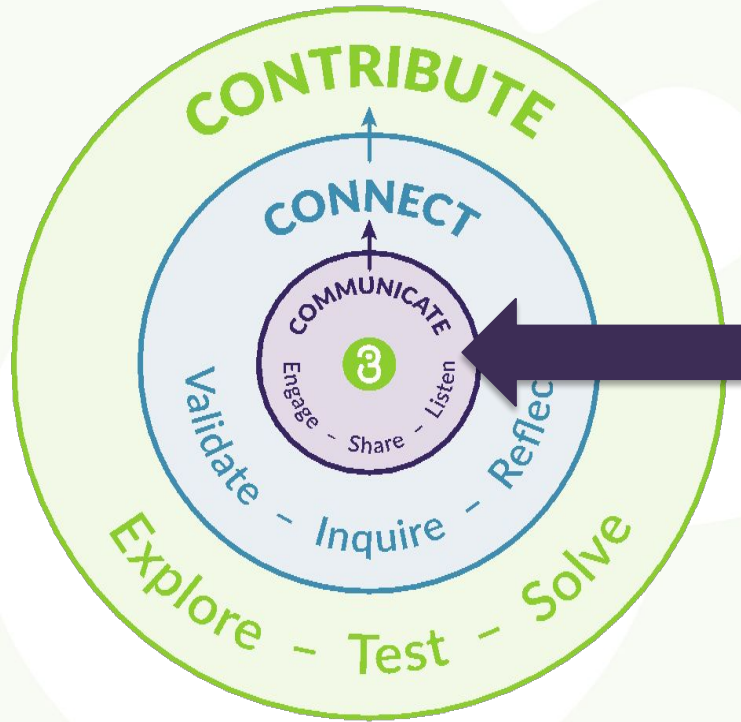
# The Conflict Code



- Productive conflict takes place in three stages
  - First, establish a line of communication
  - Second, create a strong connection
  - Finally, contribute to a solution
- Just straight to solutions leads to unpleasant conflict

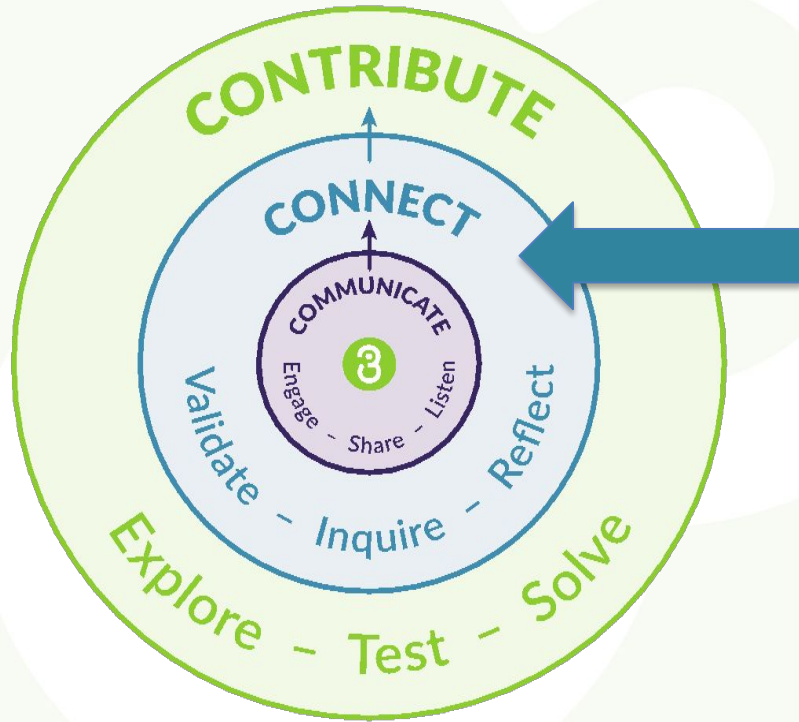


# The Conflict Code



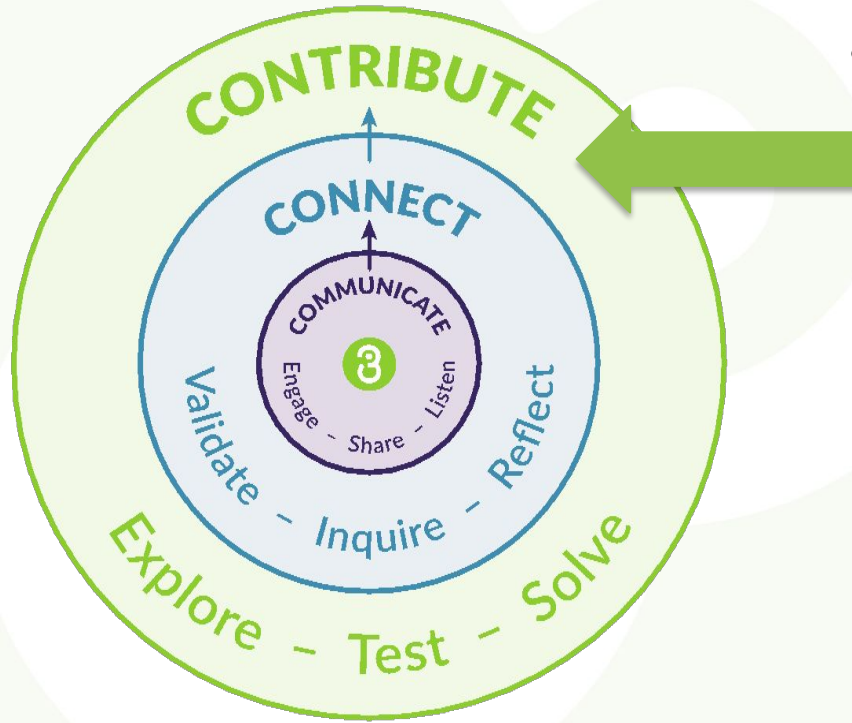
- The first step is to establish a line of communication
  - Engage, with the mindset of an ally
  - Share your perspective carefully
    - Avoid absolutes
    - Use objective language
    - Focus on the issue first
  - Listen to understand
    - Facts and information
    - Feelings and emotions
    - Values and beliefs

# The Conflict Code



- The second step is to create a strong connection
  - Validate what the person is saying
    - Don't contradict
    - Show curiosity
    - Connect with your eyes
  - Ask great open-ended questions
    - Avoid asking, “why”
    - See “100 Productive Conflict Questions”
  - Reflect what you're hearing

# The Conflict Code



- The final step is to contribute to a solution
  - Explore
    - Two Truths
    - Hypotheticals
    - Impact
    - Root Problem
    - Misunderstanding
  - Test a solution before committing
  - Bring the discussion to a close

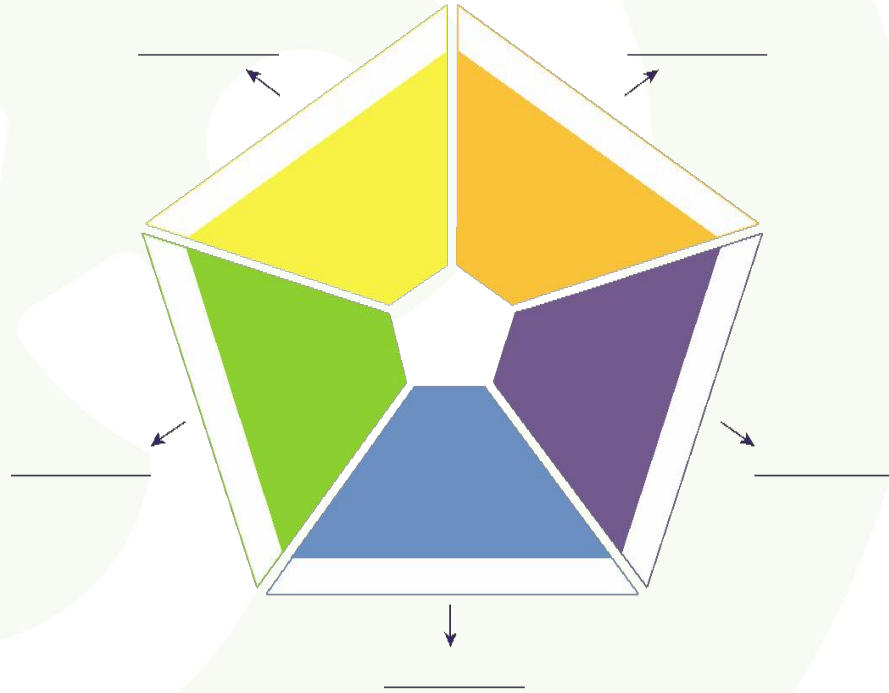
# Systematize Conflict

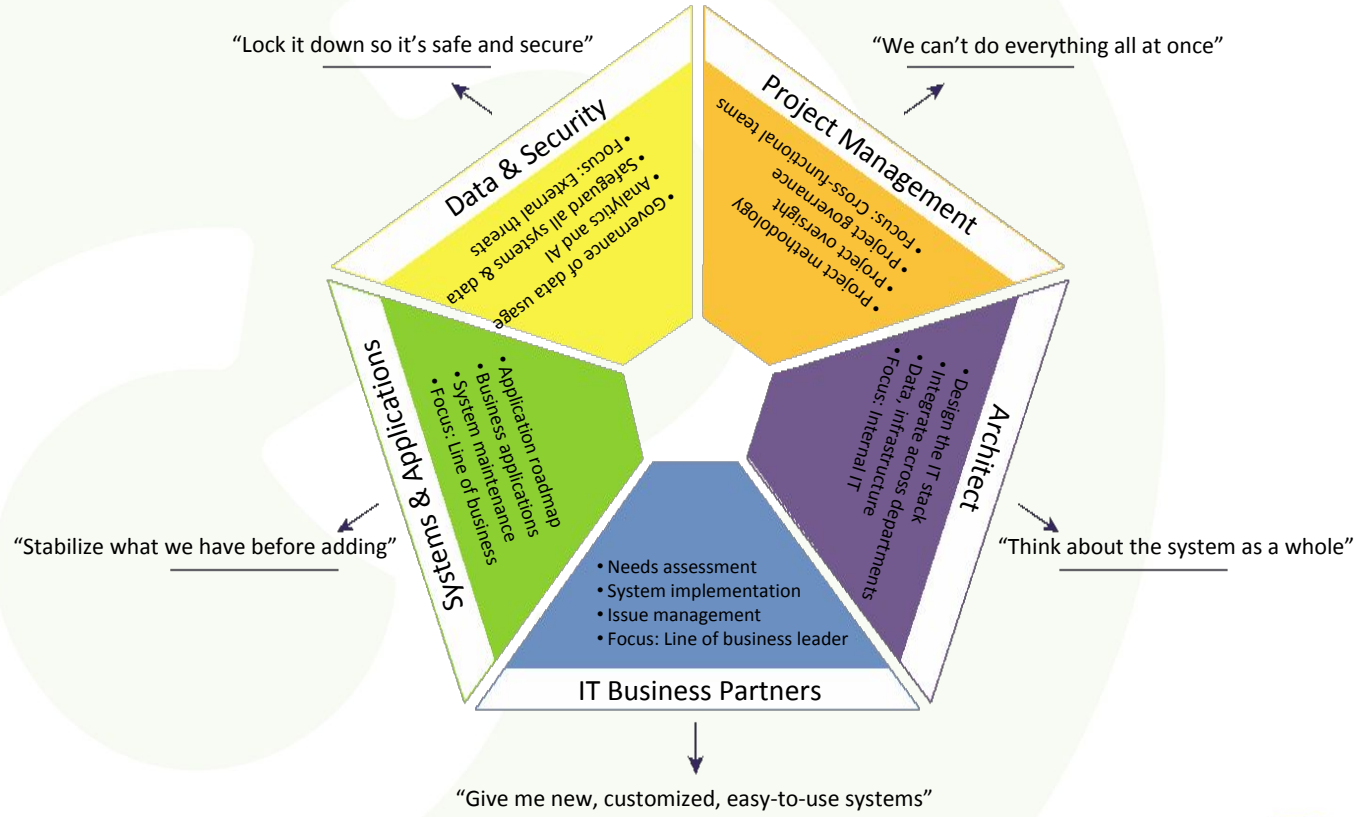
# Our Language and Metaphors

- Our language and metaphors support conflict aversion
- We need to help people see a productive version of conflict
- We need a new story



# The Tarp







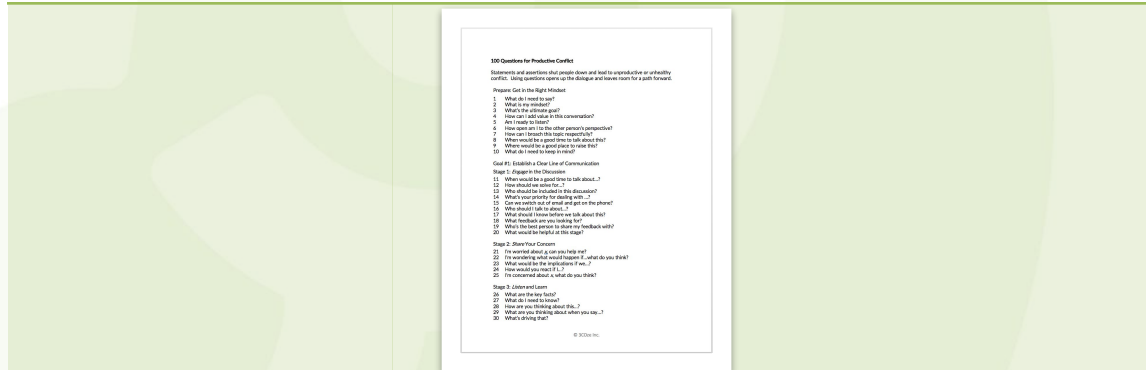
# The Good Fight

- You can pay off your conflict debt and have...
  - A more productive organization
  - A more engaged team
  - A less stressful life
- It requires...
  - A new mindset
  - A new approach (communicate, connect, contribute)
  - New tools (to neutralize and normalize conflict)



# Supporting Tools

## 100 Productive Conflict Questions Text the word BAMBOO to 44222 to receive a copy



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[www.3coze.com](http://www.3coze.com)