

Handling Conflict

Worksheet - Chapter 8



"People will forget what you said, people will forget what you did, but people will never forget how you made them feel."

-Maya Angelou

Keynotes, Workshops,
Leadership Programs

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Know Yourself

What upsets you? What are your hot buttons?

What are your most typical reactions to conflict?

What is it that you do that sometimes triggers conflict or makes it hard to work with you?

Know the Other

Write down the person's name:

Thinking about the person's likely patterns, what is upsetting to them in this situation?

What is the person's worst fear in this situation?

How is the person reacting to the conflict?

Choose Your Timing

When is the best time to approach this person on this matter?

Move Forward

Given the pattern your partner-in-conflict exhibits, what would be a way forward for someone in that pattern?

Thinking of your person in particular and the specifics of your conflict, how can you bring about that forward movement?