

TECHNICALLY LEADING



# Navigating Conflict

***BACE 2021 Spring Meeting***

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Embracing

~~Navigating~~ Conflict

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# Today's Agenda



- Embracing conflict in the name of progress
- Understanding your emotions while engaging in conflict

## POLL Question #1:

How do you normally deal with conflict?

- A) Avoid
- B) Mitigate
- C) Transfer
- D) Accept

What is your attitude towards progress?

1

# Embracing Conflict

B  
C H A N G E  
R A  
H R U P T U R E  
U I S  
R E  
D I S R U P T I O N  
L S  
E  
S



Conflict is inevitable, the source of all growth, and an absolute necessity if one is to be alive.



Jean Baker Miller

# What is conflict?

EXTERNAL  
● Competitive or opposing action of incompatibles : antagonistic state or action (as of divergent ideas, interests, or persons)

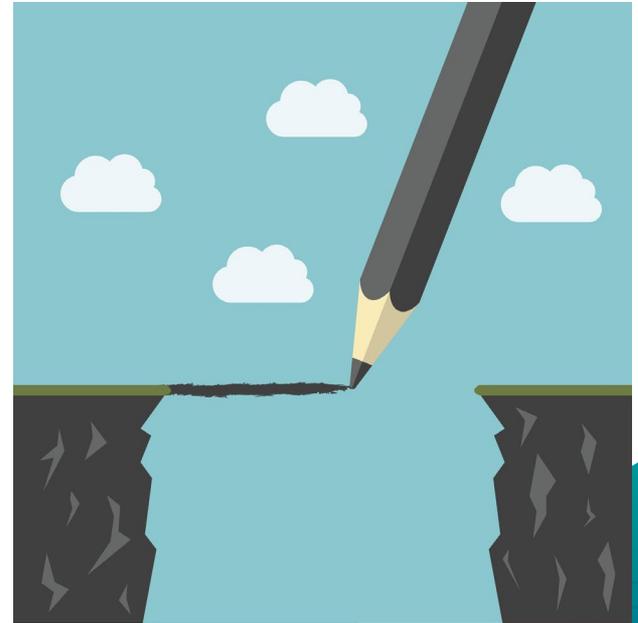
INTERNAL  
● Mental struggle resulting from incompatible or opposing needs, drives, wishes, or external or internal demands

# More Specifically

🕒 TASK

🕒 RELATIONSHIP

🕒 VALUE



# Did he just list 5 types of conflict?

- ⦿ Yep! And here's why you should still embrace it:
  - ⦿ More Success = More Problems
  - ⦿ Organizational Goals
  - ⦿ Relationships
  - ⦿ Collaboration

# Don't just take my word for it...

## Top 10 skills

### in 2020

1. Complex Problem Solving
2. Critical Thinking
3. Creativity
4. People Management
5. Coordinating with Others
6. Emotional Intelligence
7. Judgment and Decision Making
8. Service Orientation
9. Negotiation
10. Cognitive Flexibility



Source: Future of Jobs Report, World Economic Forum

### in 2015

1. Complex Problem Solving
2. Coordinating with Others
3. People Management
4. Critical Thinking
5. Negotiation
6. Quality Control
7. Service Orientation
8. Judgment and Decision Making
9. Active Listening
10. Creativity



## Top 10 skills of 2025

- 
1. Analytical thinking and innovation
  2. Active learning and learning strategies
  3. Complex problem-solving
  4. Critical thinking and analysis
  5. Creativity, originality and initiative
  6. Leadership and social influence
  7. Technology use, monitoring and control
  8. Technology design and programming
  9. Resilience, stress tolerance and flexibility
  10. Reasoning, problem-solving and ideation

#### Type of skill

- Problem-solving
- Self-management
- Working with people
- Technology use and development

Source: Future of Jobs Report 2020, World Economic Forum.

# Before we get rolling...

- Some times to avoid conflict



# ***Lean into Conflict***

Embracing the challenge will allow you to clear hurdles and progress faster.

## POLL Question #2:

During a conflict, I usually:

- A) Shut Down (don't listen or talk)
- B) Sit Back (don't talk but listen)
- C) Speak Over (talk but don't listen)
- D) Solve It (talk after listening to understand)

Can you identify how those you work with act as well?



# Exercise #1

- ① List 5 + conflicts you or your team are facing at work (make at least 1 internal)
- ① What progress would come from resolving this conflict?

	Conflict	➤➤➤	Progress
1			
2			
3			
4			
5			



# Exercise #1

Questions for Consideration:

How can you reframe the issue in a different perspective?

Are you solving for your personal best solution or the overall best solution?

	Conflict	»»»	Progress
1			
2			
3			
4			
5			

# Embracing Conflict

Internal



External



# Embracing Conflict

## Internal

- ① Understand how you feel about conflict
- ① Are past conflicts influencing your actions?
- ① Are you prepared?

## External

- ① Define the beginning, middle, and end.
- ① Rules for the middle
- ① Include everyone
- ① Be decisive when needed

# Group “Discussion”

Scenario 1... The Slacker  
Progress -> Solid Contributor

Scenario 2... Stressed Out  
Progress -> No More Drama

Scenario 3... Boundary Predator  
Progress -> Regain Control



2

# Conflict & Emotions

# How Emotions Control Us



# Micro Exercise

Get out pen and paper and write down  
your first reaction to the next slide.

**CONFLICT**



# Emotional Response

- ① What reactions did you write down in response to the last slide?
- ① What rule can you create to help yourself embrace conflict? What about a rule during conflict?

# Emotional Control

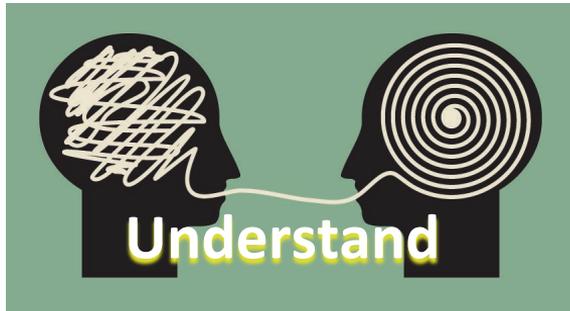


# Things to Remember

- IT DOESN'T MATTER
- Swift Agreement
- Don't ignore Emotional Data
- What if you're wrong?!



# Learning Objective Recap



**What is the very first step you can take towards progress?**

**What are 1 – 2 action items you can commit to over the next month to help you embrace this conflict?**

Conflict	»»» Progress	»»
1		
2		
3		
4		
5		

Your Rules:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# THANKS!

Any questions?

You can find me at:

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