



Managing Healthy Conflict

Session 6

with Monique Levesque-Pharoah, DTM, PID

Session 6

Managing Healthy Conflict

- Making Connections
- Discovering Positive Intent
- Identifying Strategies for Healthy Dialogue

Objectives

Recognize



Recognize the impact
of positive intent on
healthy conflict

Identify



Identify strategies
to manage
communication
and conflict

Making Connections





Connections Pair and Share



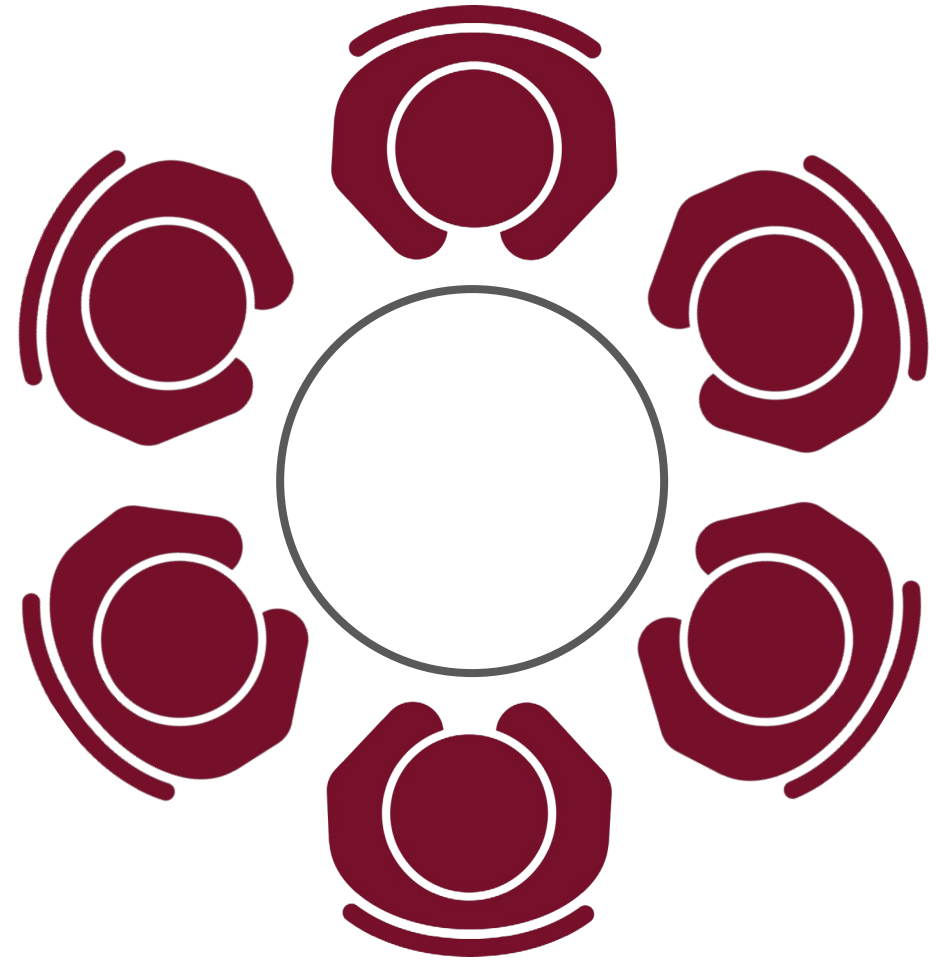
Connections Pair and Share

- Find a partner with a different card
- Take turns reading and answering your question
- Exchange cards
- Find a new partner and repeat



Connections Pair and Share

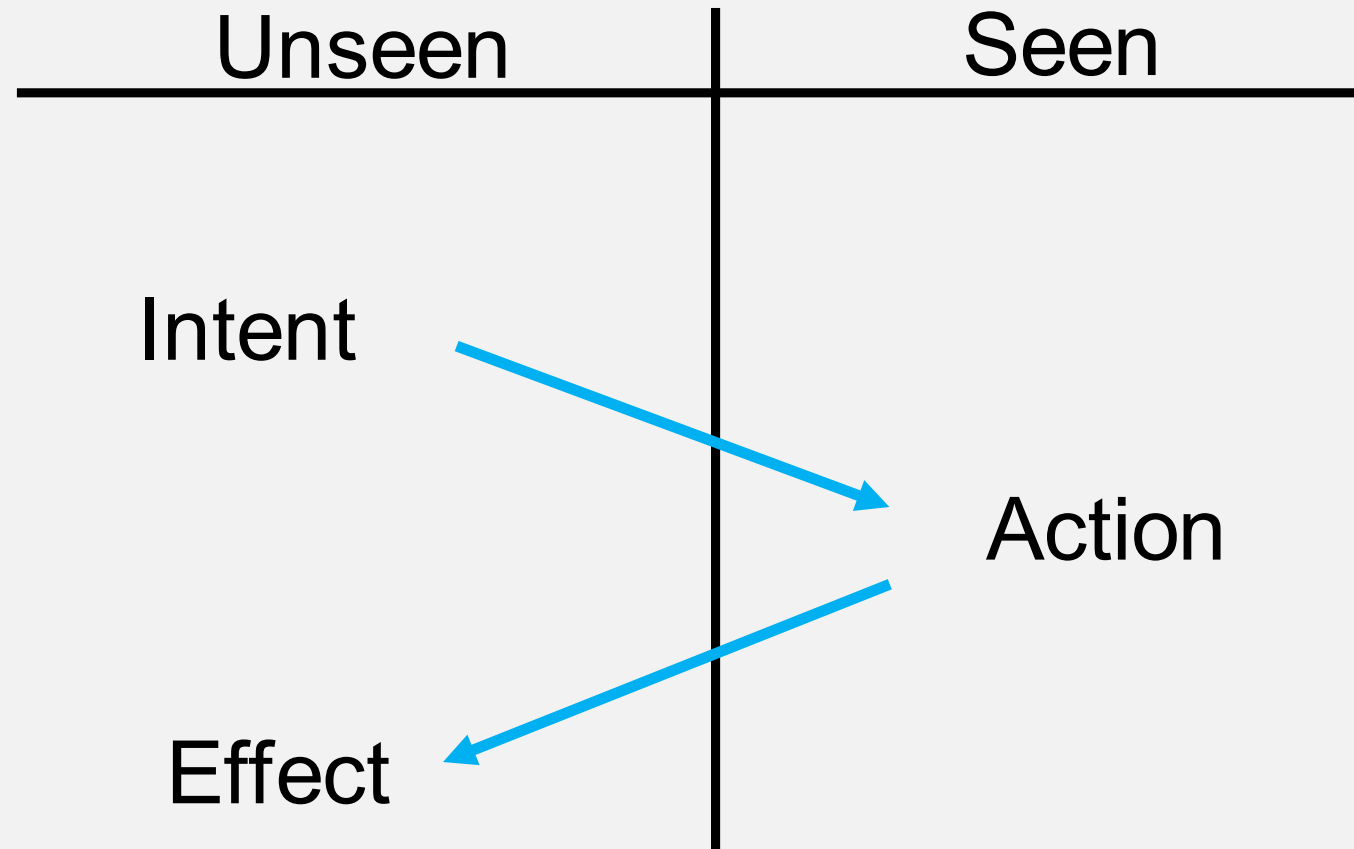
Please return to your seat.



Discovering Positive Intent



Intent–Action–Effect Framework





Clarifying Intent

Clarifying Intent

- Find a partner at your table
- Receive 1 scenario handout
- Review the scenario
- Answer the 2 questions on the handout



Review: Discovering Positive Intent



Be curious – ask questions

Understand the impact on others

Identifying Strategies for Healthy Dialogue

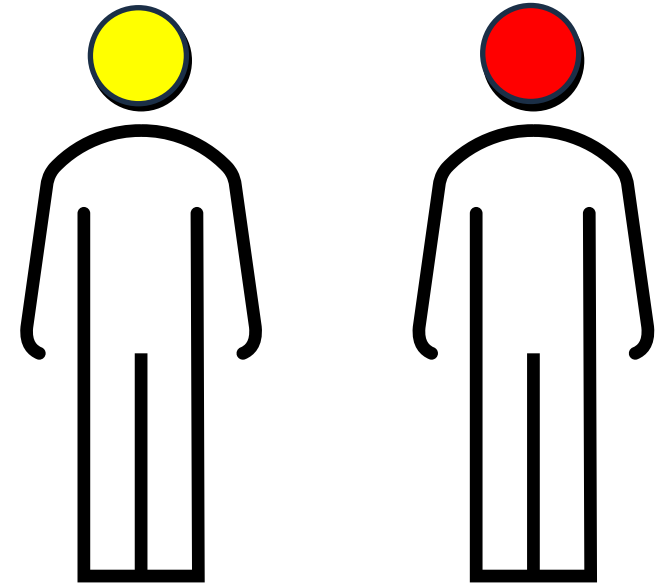




The Platinum Rule

The Platinum Rule

- Find a partner with a different primary style
 - Analytical (blue)
 - Driver (red)
 - Amiable (green)
 - Expressive (yellow)
- Answer the questions on the following 2 slides



Small Group Discussion



How does your primary style
impact how you use the
Platinum Rule?

Small Group Discussion



What is one (1) strategy you can use to support healthy dialogue?

Review: Identifying Strategies for Healthy Dialogue



Seek to understand others

Provide support that is meaningful

Be alert to workstyle preferences

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A black and white photograph of a person's face, focusing on their eyes behind a pair of glasses. The lenses of the glasses reflect an industrial scene featuring a long pier or dock with several large cranes or drilling rigs extending over a body of water. The person's face is partially visible, with their hands holding the temples of the glasses.

“What looks like resistance is often a lack of clarity.”

Chip Heath, co-author of *The Power of Moments*

Session 6: Managing Healthy Conflict



Complete Assessment

Go to page 6:6 for link

You have 5 minutes

What is Next

- Session 7A, 7B, or 7C: Role Breakout 2
 - Session begins at 9:45 a.m.
 - Check your individual schedule for meeting room
 - Be prepared to access your Pre-work