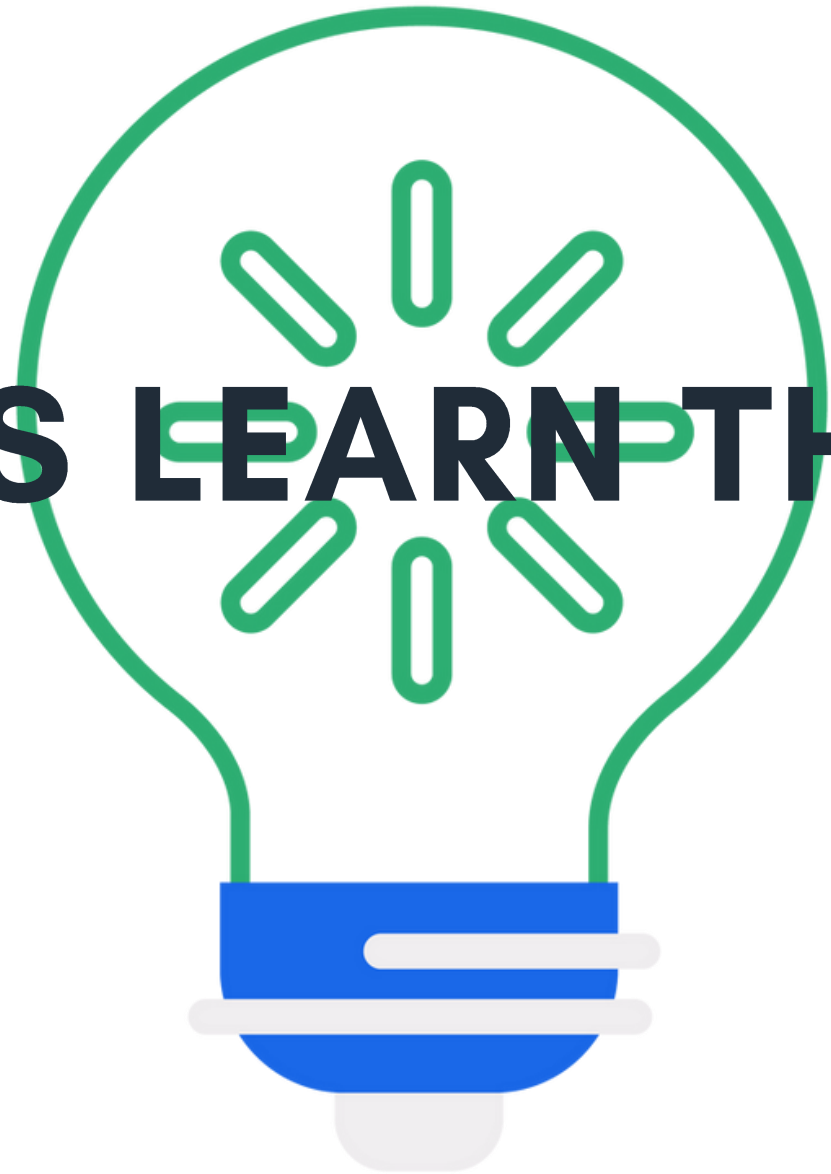


# Build Your Conflict Confidence to Boost Your Leadership



**LET'S LEARN THIS!**



- A new mindset
- The 5 Hidden Dimensions of Conflict
- 3 Tools for Conflict Confidence



# Conflict Capable Leaders Have:



An abundance mindset



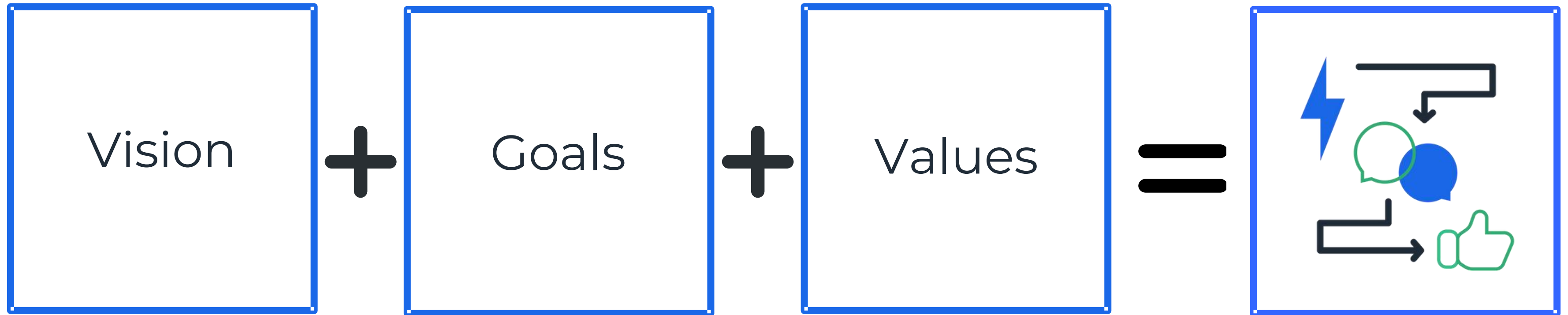
A reframed definition of conflict



The willingness to believe people



# Let's Build Our Confidence



# 5 HIDDEN DIMENSIONS OF CONFLICT

- Family
- Culture
- Education
- Work
- Personal



# Reframed Definition of Conflict

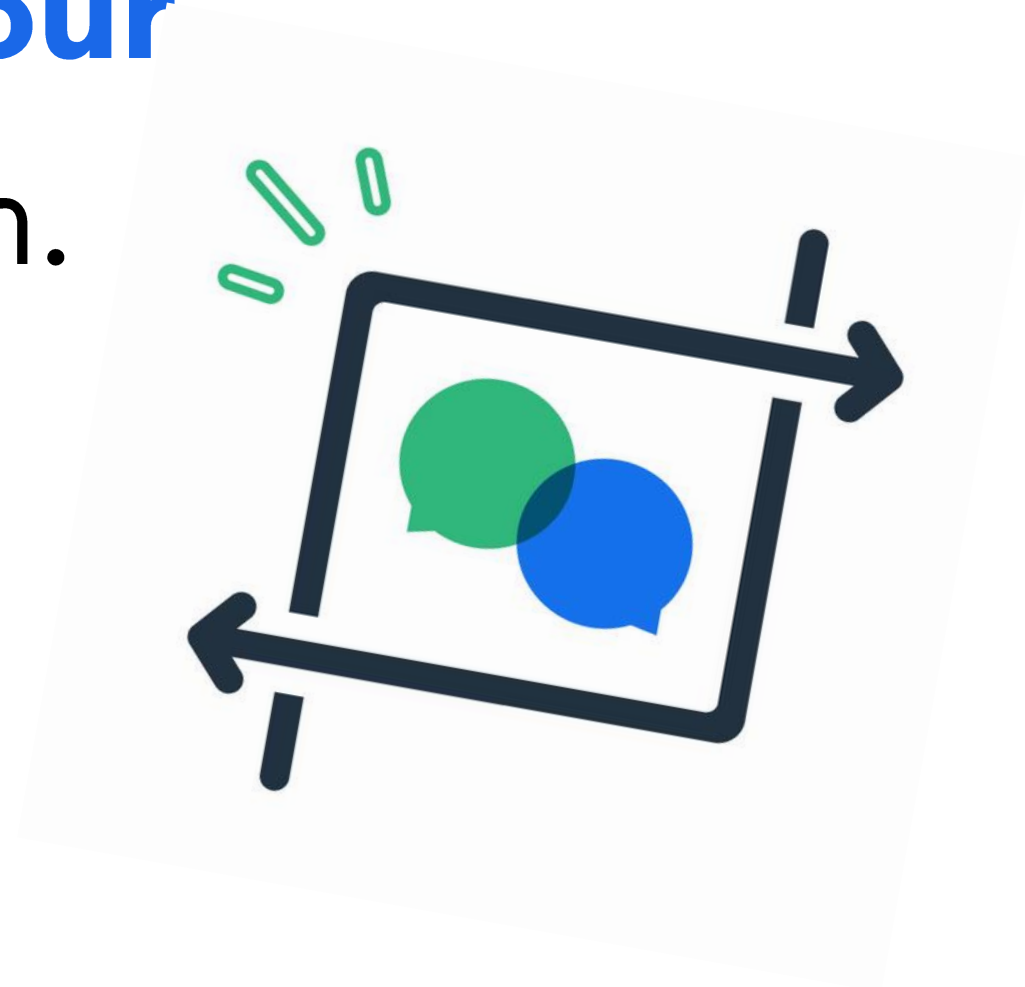
Conflict  
indicates that  
people are  
invested



# Tool #1

## Use Your Reframed Definition of Conflict

We do this so we **can state our purpose** for the conversation.



# Tool #1

## Use Your Reframed Definition of Conflict

What will I be able to GIVE people by being better at approaching conflict?





# Tool #1

## Use Your Reframed Definition of Conflict

What will I be able to GET from people by being better at approaching conflict?



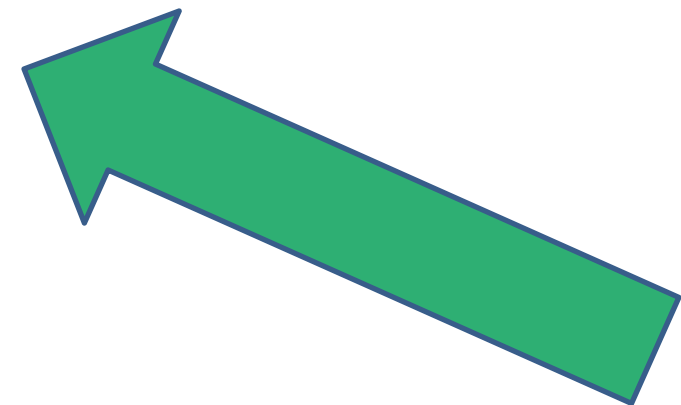
# Your Reframe

**from**

Conflict is terrifying!

**to**

Conflict is \_\_\_\_\_.



# Tool #1

## Use Your Reframed Definition of Conflict

- 1** Think about the person you are approaching
- 2** Determine what you think would have an impact
- 3** Craft your sentence:  
"I know things have been tough between us,  
and I am starting this conversation because I  
believe conflict is...."



# Tool #2

## Use Your Goals



We do this so we **have a strategy** for the conversation.



# Tool #2

## Use Your Goals

- 1** Define your goals for the conversation
- 2** Define what you want to accomplish
- 3** Craft your (internal) sentence:  
"I will be \_\_\_\_\_ in this conversation, and when it's over I will \_\_\_\_\_."



# Tool #2

## Use Your Goals

Step 1: define your intentions for the conversation

*Try: "I will be understanding in this conversation."*



# Tool #2

## Use Your Goals

Step 2: define what you want to accomplish

*Try: "When it's over, I will no longer be stuck."*



# Tool #2

## Use Your Goals

Step 3: combine the first two steps

*Try: "I will be understanding in this conversation and when it's over I will no longer be stuck."*





# Tool #3

## Use Shared Values/Mission/Vision

We do this so we can **start the conversation from a place of agreement.**



# Tool #3

## Use Shared Values/Mission/Vision

### Some of CUPA-HR's Values:

#### **Community and Belonging**

We are a diverse, inclusive, welcoming community that helps higher ed HR professionals and higher ed institutions connect and engage.

#### **Innovation**

We constantly infuse new and different programs, resources and services to anticipate the challenges of managing the higher ed workforce.



# Tool #3

## Use Shared Values/Mission/Vision

- 1 Identify the shared value being compromised
- 2 Explain your experience focusing on what you DO want to happen

# Tool #3

## Use Shared Values/Mission/Vision

Here's how:

"We value building community, and I didn't experience that when my ideas weren't welcomed in the conference planning meeting."



# Tool #3

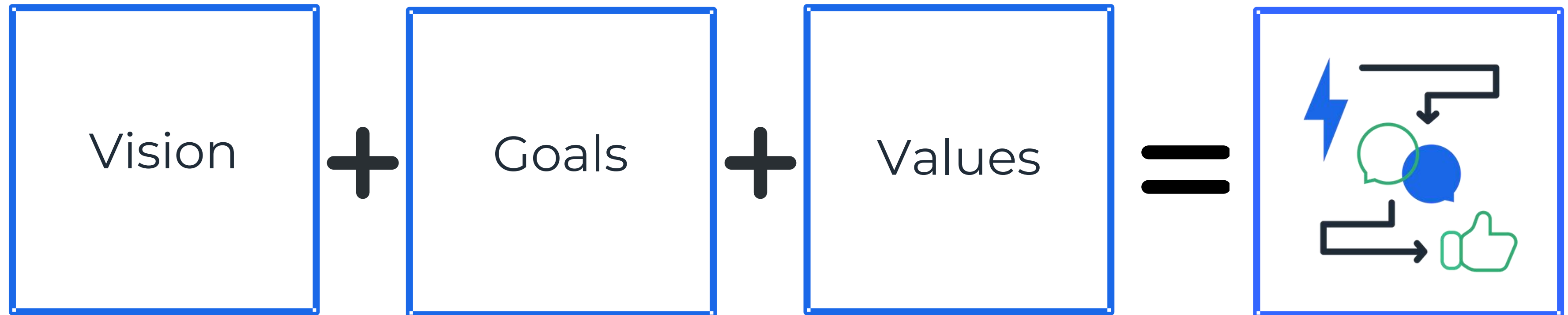
## Use Shared Values/Mission/Vision

Your magic words are:

"**We** value building community, and I didn't **experience** that when my ideas weren't welcomed in the conference planning meeting."



# You Improved Your Confidence



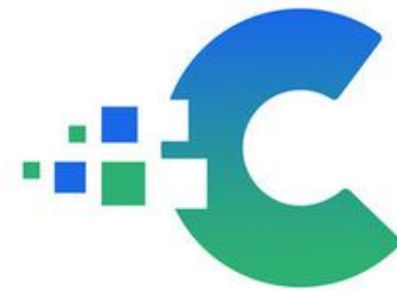
Questions?



# LET'S CONNECT.

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CONFLICT CAPABLE™  
SOLUTIONS