



Navigating Conflict

by Jennifer Britton, Potentials Realized – RemotePathways.com

4 Keys to Navigating Conflict

Recognize that conflict can be a healthy thing when we have the tools to navigate it

Invest in your skills in navigating conflict.



Be proactive and address conflict early on

While easier said than done, many view navigating conflict as very challenging, in part because issues may have escalated even more than at the start.



Find common ground

Finding similar vantage points or even "slivers" where you can see "eye to eye" is a starting point in navigating conflict. These mini-windows are opportunities to open dialogue and mutual problem solving, rather than raising walls.



Create shared agreements and action steps on how to move forward

Understand and reaffirm what's important about the issue for each of you.

What are the behaviors you can both agree to in moving forward?	What are the specific action steps you will commit to undertaking?	How will you check in with each other?	What if things do "go off the rails" again, how do you want to address this?

Adapted from – Teams 365 Blog as published by Jennifer Britton, Four Keys To Navigating Conflict Post #511 and Difficult Conversations – Shared Agreements and Commitments Post #217