

Leveraging Positive Conflict in the Workplace

Key Takeaways

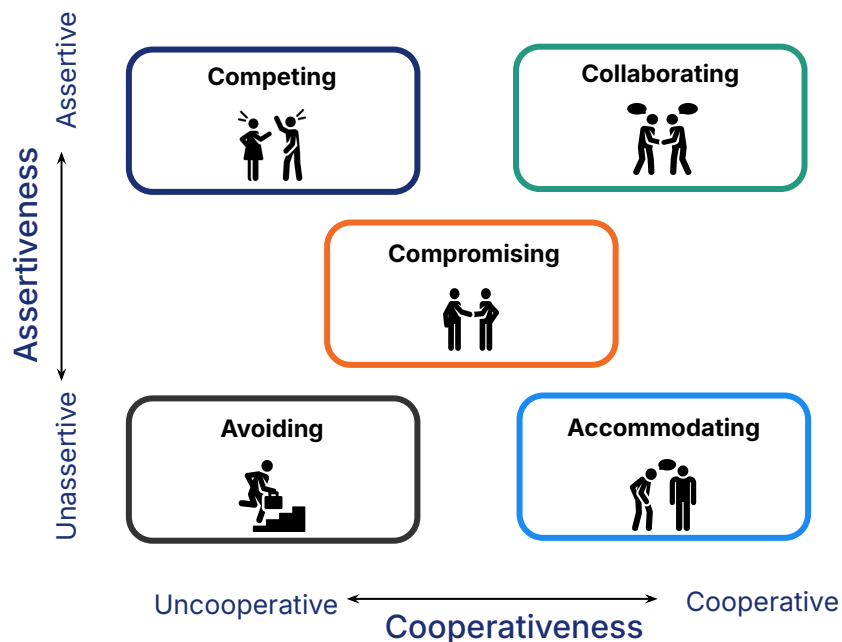
1

8 common causes of conflict at work



2

The 5 Types of Conflict Management Modes



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3

Application: How to Achieve Win-Win Outcomes



Reframe your perspective: from the BLAME to AIM frame



Evaluate the situation to identify the best strategy



Consider the other person's approach

Need a bit more help?

Discuss with your coach on how to resolve conflicts at work more effectively!



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