

Team Conflict Quiz

Circle whether you think each statement below is true or false.

4 Statements to Answer



1	The most successful teams have very little conflict.	TRUE	FALSE
2	The best teams are made up of people who are comfortable passionately arguing for their ideas same way about conflict—they prefer to avoid it.	TRUE	FALSE
3	No matter what their cultural background and family norms, people generally feel the same way about conflict—they prefer to avoid it.	TRUE	FALSE
4	Understanding team members' differing experiences with and feelings about conflict helps a team engage in unfiltered, productive debates.	TRUE	FALSE

Productive Conflict Notes



Unhealthy Conflict Behaviors

Below are some of the most common unhealthy conflict behaviors.

1. Place a check  in the blue box of the top three behaviors that bother you the most during conflict.
2. Put a check  in the orange box of the top three behaviors you do the most often during conflict.

Arguing

Gossiping/complaining about someone

Belittling

Becoming hypercritical

Caving in

Overpowering

Defensiveness

Passive-aggression

Dismissing others' opinions

Revenge/looking to even the score

Becoming overly dramatic

Sabotage/introducing obstacles

Exaggerating the problem

Sarcasm

Exclusion/leaving people out

Stonewalling/becoming non-receptive

Finger-pointing/blaming/scapegoating

Withdrawing

Pairs Discussion #1

Why do you think the checked behaviors bother you?

Pairs Discussion #2

How do you think the starred behaviors you engage in affect others?

Unhealthy Conflict Behaviors

Why do you do this?

Unhealthy behaviors can range from immediate reactions to delayed responses that prolong conflict. The following descriptions give more information about unhealthy behaviors and the automatic thoughts that might lead to each response.

ARGUING: exchanging differing points of view in a heated or tense way

- There is no way I'm backing down
- I don't get it/you; I'm obviously right

BELITTLING: making someone or something feel unimportant

- I'm going to make you look like a fool
- I'm going to show you that your idea doesn't matter

CAVING IN: giving in to something after originally opposing it

- I don't want to upset anyone
- Putting up a fight just isn't worth it

DEFENSIVENESS: becoming anxious or protective in the face of criticism

- I shouldn't be blamed for this
- This isn't my fault

DISMISSING OPINIONS: treating other people's views as unworthy or unimportant

- Nothing that anyone says will change my mind
- There's really no other way to think about this

DRAMA: displaying an over-the-top reaction to a situation

- Everyone hates me!
- This situation is awful/hopeless

EXAGGERATING: representing something as being worse than it really is

- I need to get your attention
- This needs to sound as bad as it feels

EXCLUSION: deliberately leaving someone out

- Maybe you'll get the message if I don't invite you
- Leaving you out will prove that everyone's on my side

FINGER-POINTING: blaming someone for a particular situation or issue

- I shouldn't get in trouble for this – it's all their fault
- This is because of you, not me

GOSSIPING: engaging in idle talk about someone else's private affairs

- I'm going to tell everyone what so-and-so did to me
- I probably shouldn't say anything, but they deserve it

HYPERCRITICISM: becoming overly judgmental about someone else's work or actions

- I need to knock you down a peg or two
- I need to look the smartest one here

OVERPOWERING: overwhelming others with superior force

- I won't quit until I win; I don't care what it takes
- I'll use intimidation to get my way

PASSIVE-AGGRESSION: expressing negative feelings in a subtle or indirect way

- I'm going to make my point without looking like the bad guy
- I don't want to talk about it, but I can't act like nothing happened

REVENGE: looking to even the score or get retribution for a wrongdoing

- I need to get even
- You're going to regret what you did to me

SABOTAGE: deliberately obstructing or destroying someone's work

- You should be punished for what you did to me
- I have to regain the upper hand

SARCASM: ridiculing someone using mockery or derision

- That idea is obviously ridiculous
- Why would anyone say something so stupid

STONEWALLING: refusing to answer, show emotion, or respond to someone

- You don't get to know what I'm feeling
- I'm not responding to this

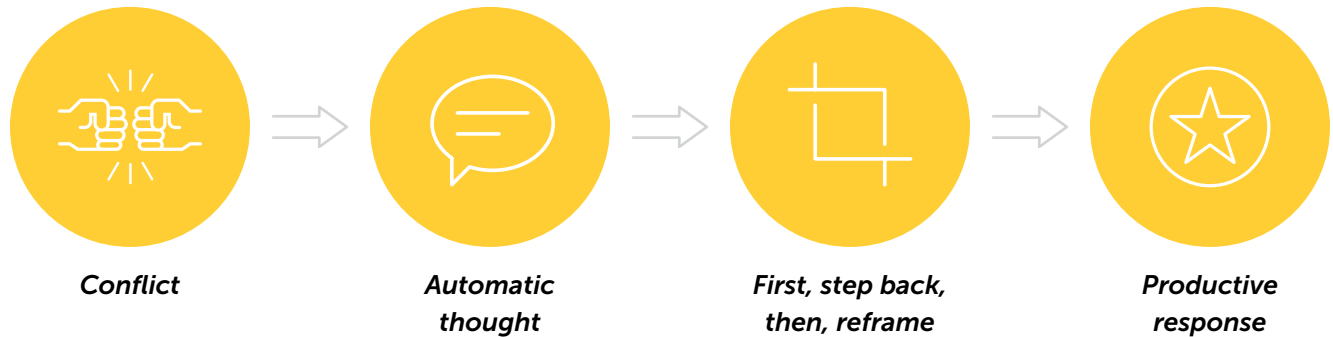
WITHDRAWING: drawing back or removing oneself from a situation

- This needs to end as soon as possible
- I'm just going to stay quiet until this thing is over

Reframing Automatic Thoughts

If automatic thoughts can lead to quick reactions, how do we change our behaviors?

The trick is to disrupt the process and stop our automatic thoughts before they push us toward an unhealthy or destructive response. If we can step back from the automatic thoughts and emotions and reframe it. We are on the way to Productive Conflict!



Reflection Question #1

Call to mind a recent conflict situation.

- + What are a few of your go-to thoughts when you are triggered by potential conflict?
- + Model your typical thought, corresponding emotion, and the action to you take?

Reflection Question #2

Now, step back and reframe.

- + Is this thought actually valid or true?
- + Am I overreacting or exaggerating?
- + What don't I know about this?
- + What is another way to look at this?

Healthy Conflict Behaviors

Now that you have a method to reframe your thoughts, let's identify some possible behaviors you can use.

Review the list below and identify how easy or hard each positive conflict response is. This can help you identify behaviors you'd like to work on as well as productive responses you can call on during future conflicts.

EASY

DIFFICULT

Arguing

Determining the root of the problem

Stepping back to reflect

Taking ownership of your part in the situation

Giving people time and space

Acknowledging others' feelings

Seeking active resolution

Giving reassurance

EASY

DIFFICULT

Finding compromises

Communicating openly and honestly

Separating emotions from facts

Showing flexibility

Revisiting unresolved issues

Communicating respectfully

Introspecting/being aware of your feelings

Listening

Activity

Choose a positive conflict response that is more difficult for you. Build a model that might work for you. Work backwards —start with the new behavior you want to work on, move to the emotion, then craft an original thought that will produce that emotion for you.

Reflection Question #1

How might this new response change outcomes of the conflict for you?