



character

a 52-week series about amplifying your
management & leadership skillset

create

Conflict

Overview

If there was one thing I would share about management & leadership...

It would be about the importance of **conflict**. As counter-intuitive as it may sound, this is not only naturally in most, if not all things, it is necessary. It shapes growth and how we respond to what is in front of us. It fully provides a view into what we believe, hold true, stand for and are willing to do next.

“For good ideas and true innovation, you need human interaction, conflict, argument, debate.”

Margaret Heffernan

For the week...

- **Reflect:** Simple...how do you view conflict? Think of the last time and consider how you dealt with the other person, place, thing and point of view.
- **Act:** Why not use this word? **ACT**. **Acknowledge** the people and situation, **Communicate** openly and collaboratively, and **Target** next steps.
- And know resolution may not be right then – it may come later. Be open and transparent about what is happening and how people are feeling.

Let's be real, **conflict has a negative connotation**. Just saying it out loud can create a bad vibe. The first obstacle to overcome is to acknowledge it is inevitable, healthy and necessary. When respectfully overseen, it releases tension, strengthens relationships, stimulates change and re-defines methods, efficiencies and points of view.



To learn more about this series, contact Kurt Reinhart.
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