



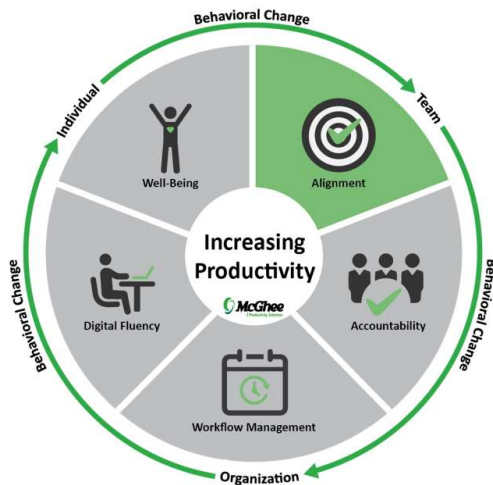
## Introduction

# Productive Conflict Resolution

4 Steps to Resolve Conflict with People at Work & In Life

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## Who We Are



**McGhee Productivity Solutions (MPS)** is a consulting firm specializing in creating cultures of productivity at the organization, team, and individual levels of a company.

We have a strong philosophy about what makes a culture productive, centered around five specific areas: Alignment, Accountability, Workflow Management, Digital Fluency and Well-being.



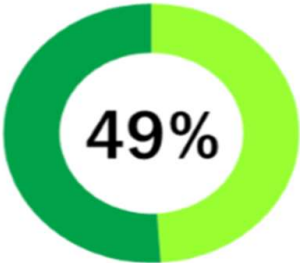
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# Everyday Work & Conflict

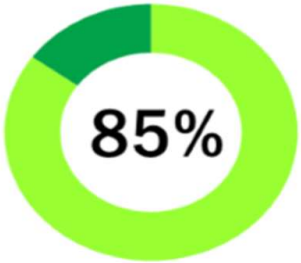
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Average hours per day U.S. EEs spend on conflict



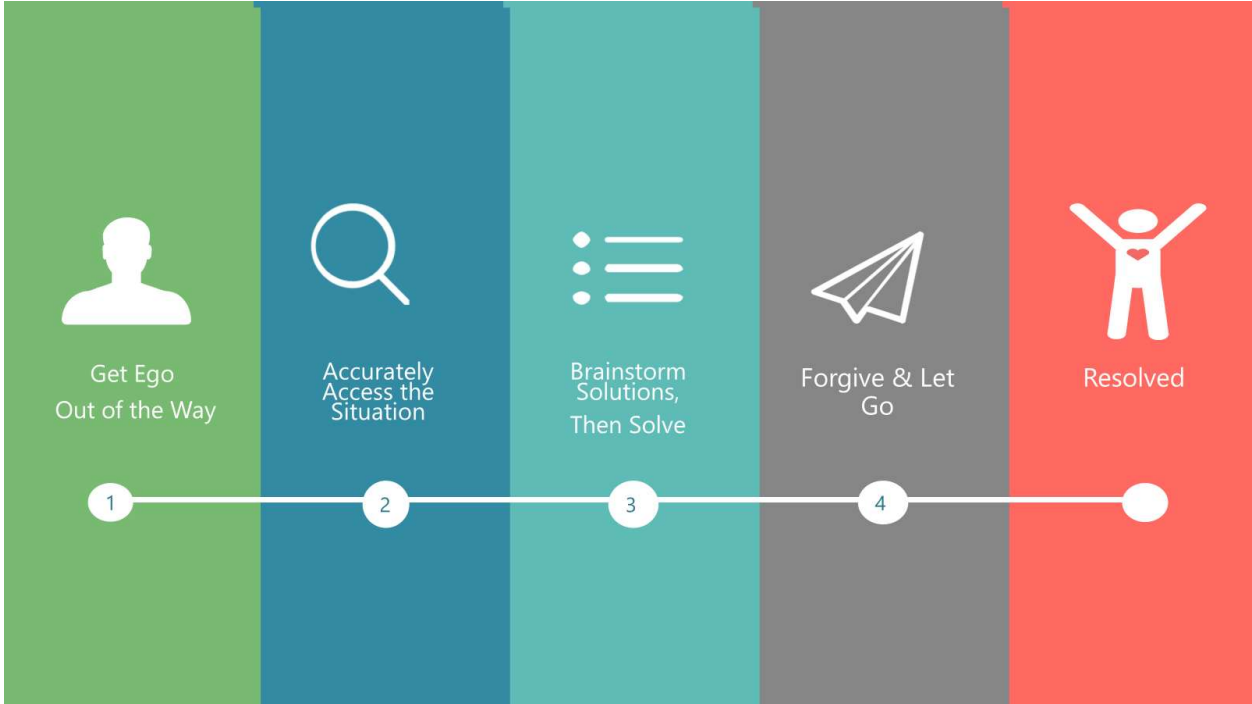
The % of work conflicts that are seen as a result of warring egos and personalities



The % of employees at all levels who experience conflict in the workplace



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# How to Get Ego Out of the Way

Self-Reflect

...

**Before we act or solve, dialogue with self to check if you're in Ego**

- Was I triggered/offended personally?
- Why do I feel triggered?
- Is this how I want to behave?
- Is how I'm behaving in line with Company values?
- What's this bringing up for me?
- What can I do right now to calm down?

**When we react when triggered, we will usually trigger someone else.**



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## How to – Step 3: Role Model

### **Purpose:**

Brainstorm for new ideas and solutions.

### **What would (he/she) do?**

1. Determine whose opinion or thought process you value.
2. Consider 5 ideas of what your role model would do to get from A (the problem) to B (the solution).



# Productive Conflict Resolution

4 Steps to Resolve Conflict with People at Work and In Life  
Participant Guide

## WORKSHEET FOR UNRESOLVED CONFLICT

**Name your conflict**

**Step 1:  
Get Ego Out of the  
Way**

How is my ego in the way of resolving this conflict?  
What temperament styles am I dealing with?  
Am I emotionally triggered? If so, why?

**Step 2:  
Accurately Assess  
the Situation**

What facts do I need?  
What is really the root problem here?  
What additional information do I need before I attempt to solve?

**Step 3:  
Brainstorm  
solutions, then  
Solve**

What is my desired outcome for myself, the relationship and/or the team?  
Try a technique

**Step 4:  
Forgive & Let Go**

Am I clear of negative emotions? (If not, perform an Emotional Clearing)  
Have I let go what I can let go? (If not, perform a Forgiveness Declaration)