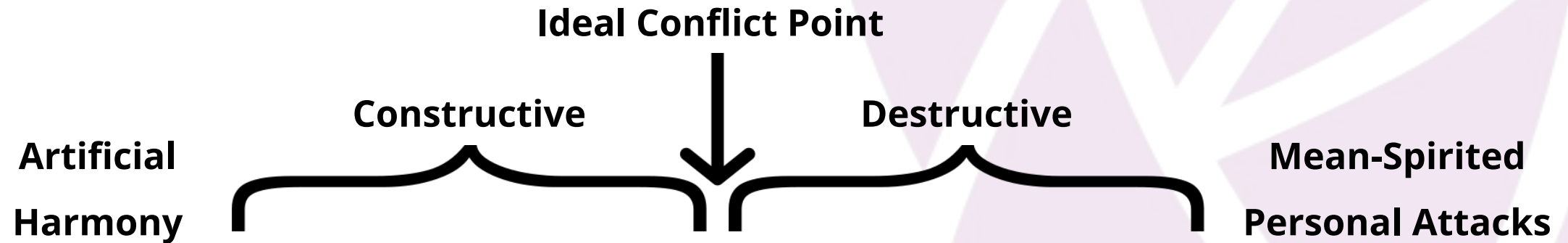


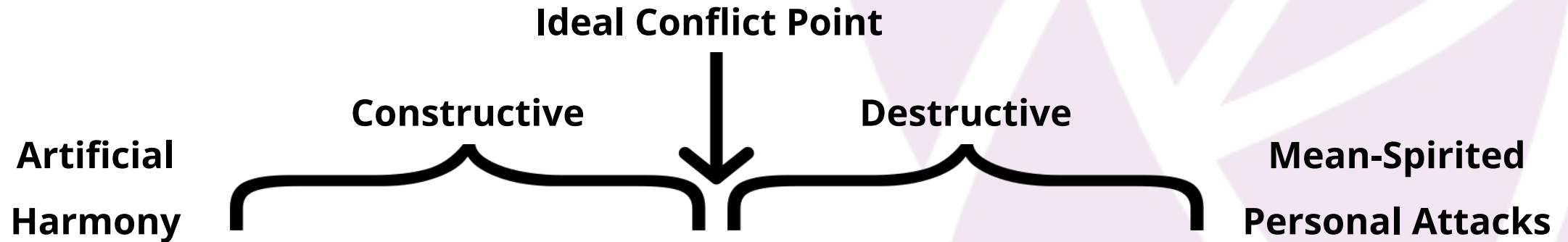
Conflict Continuum



From Patrick Lencioni's Field Guide: Overcoming The Five Dysfunctions of a Team

- Conflict is dependent on the personal styles of team members
- Individuals have different comfort levels with different types of conflict
- Most mission-driven organizations default to artificial harmony
- Constructive conflict takes practice and trust

Conflict Continuum



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Constructive

- Addresses issues head on
- Sticks up for own rights
- Encourages a calm demeanor
- Listens to other perspectives
- Expresses feelings
- Focuses on logic and objectivity
- Shows empathy

Destructive

- Says things she'll regret
- Tries to even the score
- Avoidance or retreats into silence
- Caves in to end the conflict
- Becomes overly dramatic
- Dismisses other's emotions
- Dwells on wounded relationships