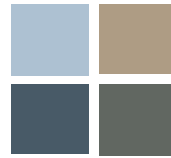


EQ & working with high conflict people



Conflict Management Essentials:

1. Reflect on this quote:

"Conflict is like water, too much causes damage to people and property too little creates a barren landscape devoid of life and color.

We need water to survive. We need the appropriate amount of conflict to thrive."

2. Reflect on this definition:

"Conflict is a perceived divergence of interest. A belief that the parties current aspirations are incompatible."

3. Identify your default conflict style:

ASSERTIVE

COMPETING

COLLABORATING

COMPROMISING

AVOIDING

ACCOMODATING

UNASSERTIVE

UNCOOPERATIVE

COOPERATIVE