

Leading and Building a Conflict-Intelligent Team

Learning Objectives

- Define and apply the principles of conflict intelligence
- Establish a foundation of psychological safety and trust within a new team
- Model vulnerability and authentic leadership behaviors
- Facilitate structured collaboration and decision-making processes
- Empower team autonomy and innovation through feedback and recognition systems
- Evaluate and sustain a culture of continuous improvement

A Framework for Leading with Conflict-Intelligence

- Define conflict intelligence
- Engage the leader philosophy needed to promote a conflict-intelligent team culture
- Recognize the leader's three phase conflict-intelligence journey
- Assess the impact points that surround the conflict-intelligence three phases development journey

Phase I: Foundation of Trust

- Apply the first phase for a leader developing conflict intelligence
- Establish a foundation of psychological safety and trust within a new or existing team
- Model vulnerability and authentic leadership behaviors

Phase II: Collaboration and Proactive Disagreement

- Facilitate structured collaboration and decision-making processes
- Apply proactive creative and innovative disagreement
- Lead productive disagreement when presented with differing good options and unique experiences

Phase III: Empowerment and Innovation

- Empower team autonomy and innovation through feedback and recognition systems
- Evaluate and sustain a culture of continuous improvement and trust
- Set an action plan to implement new high-value strategies, skills and techniques for leading and building conflict-intelligent teams