**Personal & Professional Development Training**

*Conflict Management*

*Conflict is a natural and healthy part of human personal and professional relationships. Conflict becomes unhealthy when it is handled in an unproductive manner.*

1. **Communication**: Personality (Myers Briggs Type Indicator) – understanding the way you and other people communicate
   1. Extrovert (E) /Introvert (I)
   2. iNtuitive (N) /Sensing (S)
   3. Thinker (T) /Feeler (F)
   4. Judging (J) /Perceiving (P)
2. **Clarity**:
   1. Roles & Job Descriptions
   2. Decision-making process (RACI)

**R**esponsibility – who has the responsibility for the process?

**A**uthority – who has the authority to make the decision?

**C**onsult – who do we need to consult in the process?

**I**nform – who do we need to inform of the process/decision?

*Deckplate* – leaders can go anywhere and talk to anyone

*Decisions* – follow chain-of-command

1. **Character**:
   1. Choosing to believe the best vs. believe the worst
   2. Forgiveness – “I give up my right to hurt you for hurting me”

**Action Plan:** What is ONE thing you will do to grow in your ability to handle conflict well?