**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. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (E) / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (I)
   2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (N) / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (S)
   3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (T) / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (F)
   4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (J) / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (P)
2. **Clarity**:
   1. Roles & Job Descriptions
   2. Decision-making process (RACI)

**R**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**A**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**C**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**I**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Deckplate* –

*Decisions* –

1. **Character**:
   1. \_\_\_\_\_\_\_\_\_\_\_\_\_ to believe the \_\_\_\_\_\_\_\_\_\_\_ vs. believe the \_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ = “\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_”

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