

# Leadership Challenge

Topic of the Month:

**Conflict Resolution**

*June 2018*



## [Leaning into Conflict](#)

*By: Amy Gallo*

*Video: 2 minutes*

Conflict seekers often intimidate conflict avoiders, so extra consideration is needed when a hard conversation should take place.



## [Conflict Resolution and Negotiation](#)

*By: Stewart Levine*

*Video: 3 minutes*

Conflicts are resolved through negotiation. Negotiation is not a game to be won or lost. The best negotiators put all their cards on the table and try to learn what the other side wants. Both sides then work collaboratively to figure a way to give the other side what it wants.



## [Dealing with Conflict](#)

*By: Howard M. Guttman*

*Video: 3 minutes*

When two people don't agree, first reward them for bringing up the issue. Then observe the issue in a neutral light, explain how it affects you, what you want, and end with a contract. Handle conflicts assertively, not aggressively or non-aggressively (as a passive aggressive).



## [Resolving Conflicts with Customers and Partners](#)

*By: Nicole Piasecki*

*Video: 2 minutes*

Use challenging situations in a relationship as opportunities. If you get through a difficult situation as a group you will be stronger. Face the emotions, take the hit, and move on.



## [Keeping Peace Between People](#)

*By: Mark Weinberg*

*Video: 3 minutes*

There will always be people whose different personalities mean they don't see eye to eye. While you can't change this, helping them see each other's strengths will encourage them to work together more productively.