



# Managing Conflict on Your Team



Hockey Baby!

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# CONFLICT DEFINED (Merriam-Webster)

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1. Fight, battle, war
2. A) competitive or opposing action of incompatibles: antagonistic state or action (as of ***divergent ideas, interests, or persons***)  
B) mental struggle resulting from incompatible or ***opposing needs, drives, wishes, or external or internal demands***
3. The opposition of persons or forces that gives rise to **dramatic** action in a drama or fiction



A woman with blonde hair and glasses, wearing a patterned shirt, stands in front of a large window, addressing a group of people. The group, consisting of several individuals, is seated and looking towards her. The setting is a modern office with large windows overlooking a cityscape. A semi-transparent white box with a large, faint letter 'A' in the background contains the text.

The success of our  
teams is connected to  
our ability to properly  
manage conflict



# Why Conflict?

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WE ARE DIFFERENT AND  
WE DEAL WITH  
DIFFERENCES DIFFERENTLY







The conflict is not just  
about differences but  
dissonance

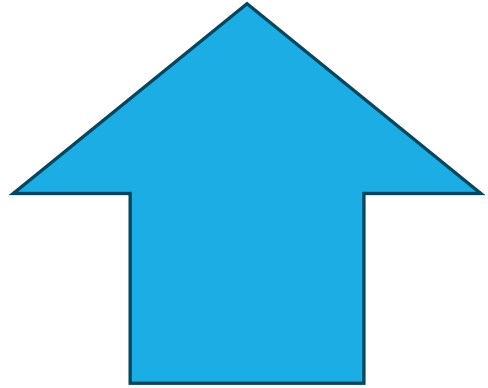


# Sources of Friction

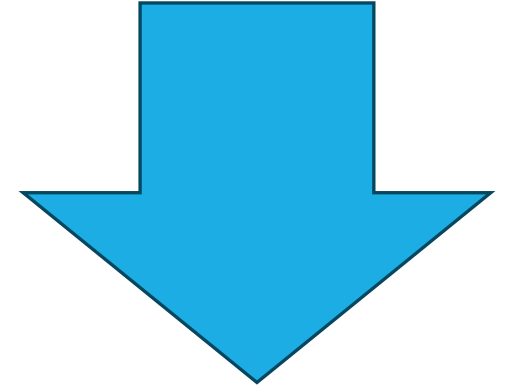
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**EXPECTATIONS**

# EXPERIENCE



greater than

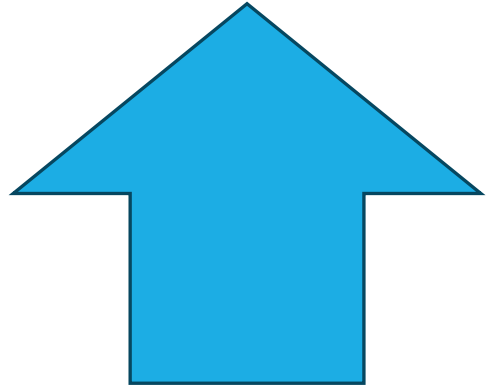


# EXPECTATION

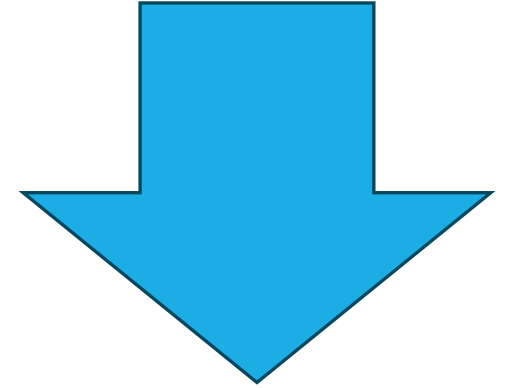
POSITIVE EMOTION



# EXPECTATION



greater than



# EXPERIENCE

NEGATIVE EMOTION



# Sources of Friction

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EXPECTATIONS

**INTERPRETATIONS**





WE DON'T JUST EXPERIENCE  
EVENTS, WE INTERPRET THEM

INTERPRETATION



# Sources of Friction

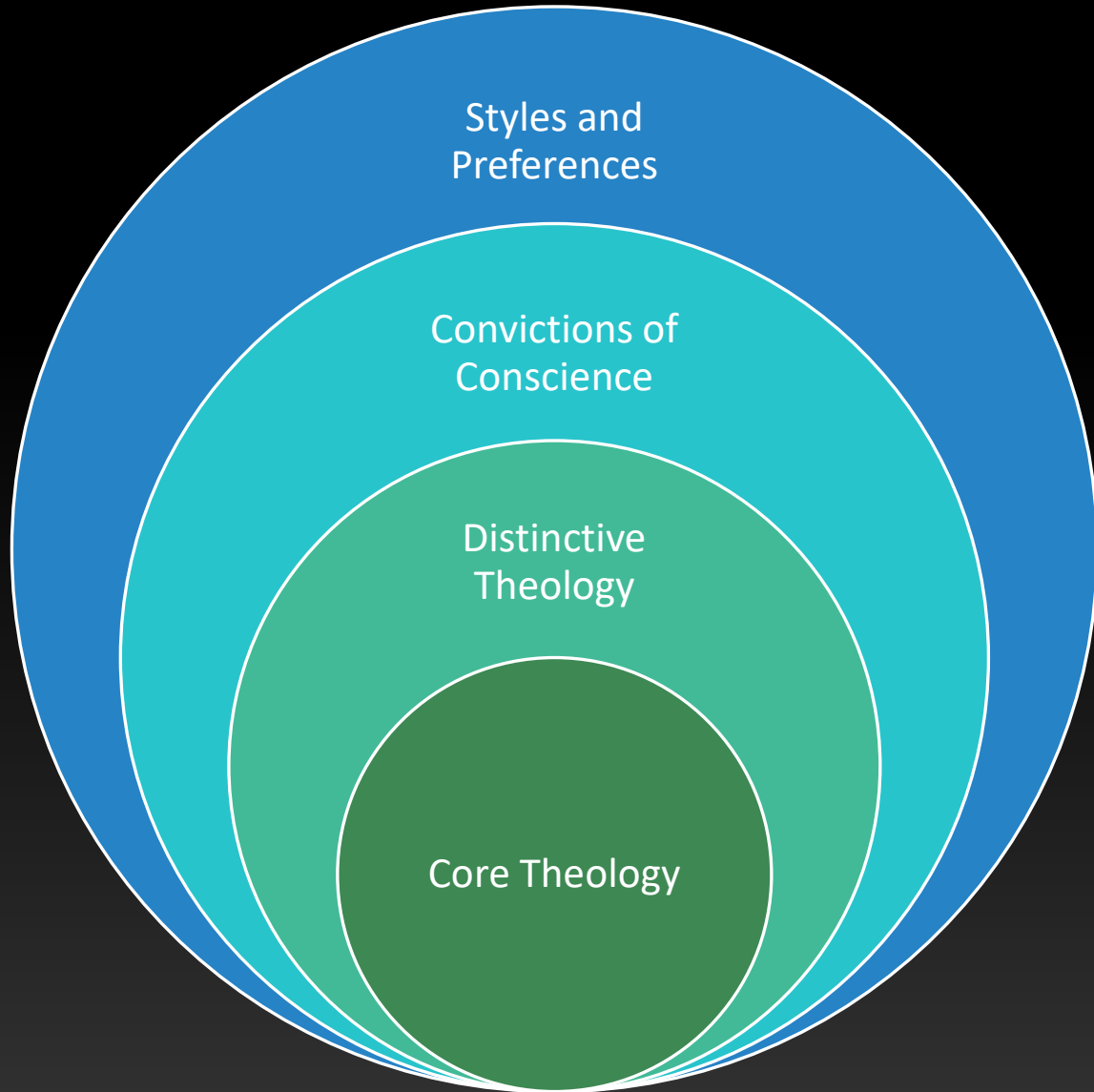
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EXPECTATIONS

INTERPRETATIONS

**VIOLATIONS**





Styles and Preferences



Convictions of Conscience



Distinctive Theology



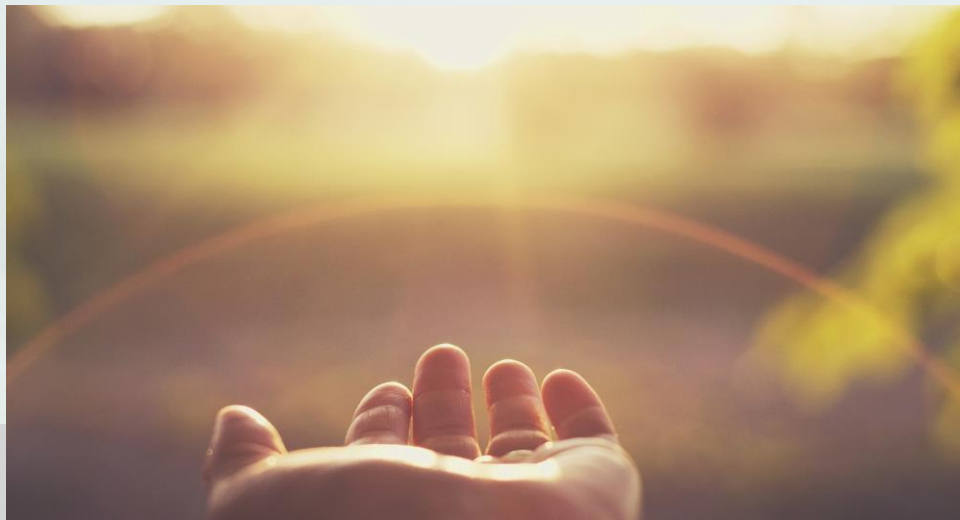
Core Theology



As you think about the areas where you experience conflict, how might expectations, interpretations, and violations be contributing to the dissonance?

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SOURCES OF FRICTION





# Strategies for Managing Team Conflict

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The background of the slide is a dense, overlapping field of light blue, three-dimensional speech bubbles. These bubbles vary in size and orientation, creating a sense of depth and movement. They are rendered with soft shadows, giving them a tangible, blocky appearance. The overall color palette is a range of light blues, from pale to slightly darker tones, contributing to a clean, modern aesthetic.

Give permission for conflict





# Create High Trust Environments

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Confidential

Honest

Accountable

Teachable




A diverse group of young adults are gathered in a circle outdoors, with their hands stacked in the center. They are all smiling and shouting, creating a sense of unity and excitement. The background shows bare trees, suggesting a cool season. The text "Grow Your Awareness" is overlaid in white, with a horizontal line underneath it.

# Grow Your Awareness

OF YOURSELF AND OTHERS





# Improve Your Communication



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