



### **MANAGING CONFLICT**

- Avoid: Blocking, Wimping and Hogging.
- Focus: On making your client, your partner or your staff **look good**.
- Failure: If you make a mistake, fail positively – be good natured.
- Invest: Investment in a happy workplace leads to substantial returns.
- Say: "Yes, AND....."!

### **BENEFITS**

- Boost confidence and communication skills
- Enhance agile and creative thinking
- Build engagement, teamwork and trust
- Increase productivity and sales

### **STORY SPINE**

Write your story and get your team to write theirs. Remember that this exercise is meant to be fun, rewritten as many times as you want, and can be a valuable tool to focus on collaboration, not conflict. For groups, pairs or individuals. Complete each line:

**Once upon a time...** (we meet our first character)

**And every day...** (we find out about them)

**Until one day....** (something happens to change their world)

**And because of that ...** (NB: use this one as many times as you want - the consequences and what happened next)

**And because of that...** (the consequences and what happened next)

**And because of that ...** (the consequences and what happened next)

**Until one day...** (the problem is resolved)

**And ever since that day...** (we see how the character and maybe their world has been changed)

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