

### FIRE FIGHTING FOR LEADERS

<b>Definition of conflict:</b>	

Reasoi	ns for Workplace Conflict:
	•
Stages	s of Conflict
D	iscomfort:
In	cident:
М	isunderstanding:
Те	nsion:
CF	RISIS:

#### **Conflict Reaction Profile**

Record your reaction to the following statements. Read each item carefully and place a number from the answer scale next to each statement.

Numbering Scale	Num	pering	Scale
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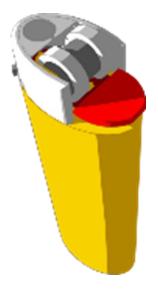
- 1 Seldom
- 2 Sometimes
- 3 Most of the time

1 I can be swayed to someone else's point of view.
2 I shut down people who I disagree with.
3 I address the issue at hand diplomatically and do not attack the individual.
4 I think that others try to "bully" their way with me.
5 I express my thoughts and beliefs tactfully when they differ from those just expressed.
6 Rather than offer my opinion when I disagree with someone, I keep it to myself.
7 I listen to other people's point of view with an open mind.
8 I let my emotions get the best of me.
9 I raise my voice to make my point.
10 I tend to belittle other people when making my point.
11 I look for ways to negotiate and compromise with others.
12 I have been told I am too pushy.
13 I make sure I have my opinion heard in any controversy.
14 I think conflict in meetings is necessary.
15 I am the most vocal in meetings when trying to get my point across.
Conflict Reaction Profile Score Scoring:
Add the total score from questions 1, 2, 4, 6, 8, 9, 10, 12, 13, 14, 15
Subtract the sum of the score from questions 3, 5, 7, 11
Total:

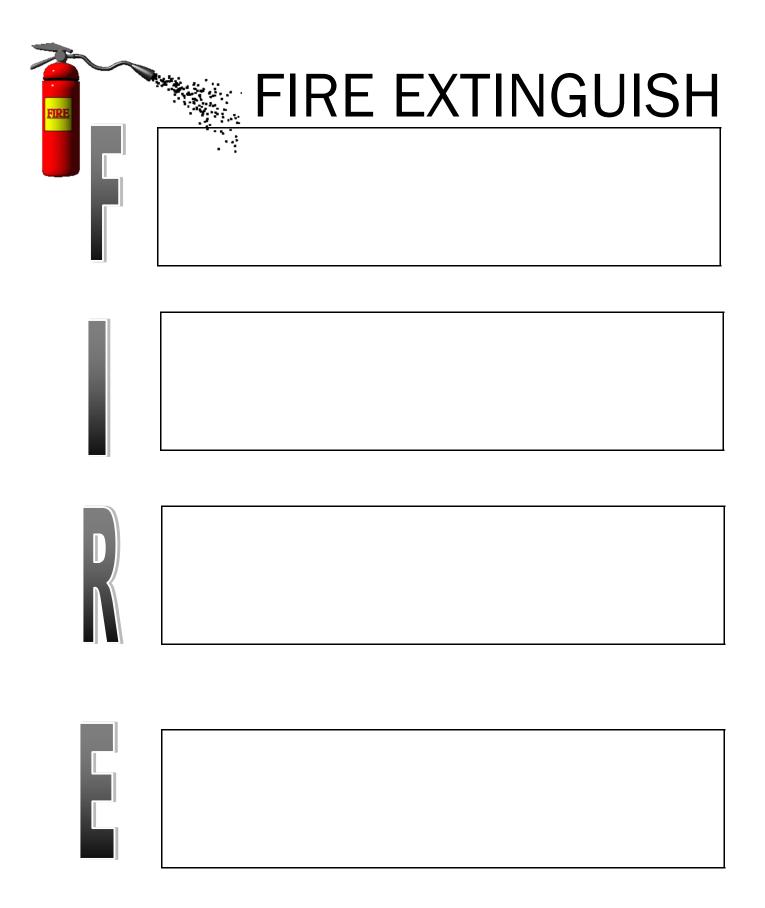
## 5 STEPS

- 1. Smoke signals: Does it need to be addressed?
  - •
  - •
- 2. Find out the 'needs' of each person involved.
- 3. Generate Ideas
- 4. Identify solutions both parties can support
- 5. Mutual Agreement

# FIRE STARTERS



Words or Phrases that FUEL Conflict		
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•		
•		
•		
•		
•		
•		
<b> •</b>		



## Extinguishing Employee Fires Intention/Commitment Sheet

"Until one is committed there is hesitancy, the chance to draw back, always ineffectiveness" (W. H. Murray)

Three major things I learned are:	
Three skills I commit to use regularly are:	
Three specific actions I will take are:	
I will check back with myself regarding the above on	
(Dates):	
Signed:	

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