

**J&J Kuwait Wellbeing Program**  
**Workshop 4: Staying healthy by managing conflict - WORKBOOK**  
 With certified coach Desi Jagger

**SUMMARY**

## Change starts with your mindset

behavior                      thoughts  
emotions

*Johnson & Johnson* *Desi Jagger*  
THE CHANGEMAKERS COACH

## Conflict management styles

Thomas Kilmann

Assertiveness	Assertive	 <b>Competing</b>	 <b>Collaborating</b>
	Unassertive	 <b>Avoiding</b>	 <b>Accommodating</b>
		Uncooperative ←	→ Cooperative

1. "I must win at all cost"                      4. "Let's explore how we can make this work for everyone"

3. "I don't want to talk about this (now)"                      5. "Let's meet in the middle"

2. "Let's go with your idea"

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## REFLECTIONS

List the last 3-5 conflicts you experienced at work. What conflict style did you use?

Which conflict style do you usually default to? How does that serve you? What are the limitations or watchouts?

What feedback have you received from others about the way you manage conflict?

## RESOURCES



### Thomas Kilmann Instrument

<https://kilmanniagnostics.com/overview-thomas-kilmann-conflict-mode-instrument-tki/>

### TEDx talk: 3 ways to lead tough, unavoidable conversations

[https://www.ted.com/talks/adar\\_cohen\\_3\\_ways\\_to\\_lead\\_tough\\_unavoidable\\_conversations](https://www.ted.com/talks/adar_cohen_3_ways_to_lead_tough_unavoidable_conversations)

### TEDx talk: from no to yes (William Ury)

[https://www.ted.com/talks/william\\_ury\\_the\\_walk\\_from\\_no\\_to\\_yes?language=en](https://www.ted.com/talks/william_ury_the_walk_from_no_to_yes?language=en)

## TAKING ACTION (TO DO BEFORE THE NEXT SESSION)

Use the below questions as a guide to help you reflect deeper on your beliefs and habits around conflict management. Feel free to go through them in order, or to jump straight to the ones that resonate most with you. The purpose is to explore.

Make a list of the key conflicts in your work and life. What would be the best conflict management style for these? What action do you need to take next?

<b>Conflict</b>	<b>Most suitable conflict style</b>	<b>Next step for you</b>

What was your parents' approach to conflict? How and when was conflict usually addressed?

What are your beliefs and assumptions about conflict? Is it healthy, embarrassing, uncomfortable, natural, unnecessary, an opportunity...?

Which of these beliefs still serve you and which ones need to be revisited?

How does conflict relate to trust?

How does conflict make you feel? What is the effect on your mind, body and gut?

What is your default conflict management style? What is the implication of this on your team and colleagues?

Think of a time when someone managed conflict in a healthy and productive manner. What did you learn from this experience that you can apply with your colleagues?

What is the single most powerful thing you can do right now to improve conflict management in your team / department / organization?

What is the cost of not addressing conflict with your colleagues?

What is one pending conflict that you need to address right now? What will you gain by doing that?