Mind map

Team conflict: from friction to solution

Constructive conflict

Avoidance makes it worse

- Silence may mean fear or indifference
- Avoided conflict moves behind the scenes
- It turns into gossip and quiet sabotage
- Bad decisions go unquestioned

Task vs. relationship

- Task: ideas, methods and decisions
- Debating ideas improves results
- Relationship: personal friction and resentment
- Keep debate from becoming attack

The leader's balance

- A leader who loses control adds to it
- Emotional intelligence and assertive communication
- Behavioral profiles explain different reactions
- Prior trust makes disagreement less threatening

Calm and listen

- Calm things down before talking
- Hear each side separately
- Separate the people from the problem

Build the agreement

- Look for the interest behind the position
- Build the solution together
- Set clear agreements and follow up

Action plan

1. Calm the atmosphere before starting the conversation
2. Hear each party separately before proposing solutions
3. Reframe the conflict as a shared problem
4. Build the solution with those involved, seeking real interests
5. Set clear agreements and track what has changed

Key takeaway

Well-handled conflict signals a healthy team: encourage the debate of ideas and protect relationships.

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