

Learning Kit: *Conflict: Friend or Foe*

“Many people head in the opposite direction when they spot conflict in the workplace. But if you’re a manager that’s a mistake. Conflict can be healthy or unhealthy, but either way, it merits your attention. Healthy conflict focuses on differences of opinion regarding tasks or work-related activities. It can be leveraged and facilitated for gain. Unhealthy conflict is a kind that gets personal. It should be addressed immediately before it jeopardizes the work environment.”¹ As is often the case with things that fester, the longer you wait, the higher the potential cost.

Spend a little time with the resources below to learn more about managing disagreements and conflict and even how to proactively invite healthy conflict to enhance creativity and problem solving.



Conflict Resolution Foundations

LinkedIn Learning – 00:51 hrs.



Fred Kofman on Managing Conflict

LinkedIn Learning – 00:59 hrs.



Healthy v Unhealthy Conflict

Article – 0:05 hrs.



Disagreeing with Someone Senior to You

LinkedIn Learning – 0:41 hrs.



Dare to Disagree

Ted Talk – 00.13 hrs.

Reference: ¹5 Ways to Manage Conflict in the Workplace; DAN MCCARTHY. Updated on January 14, 2020