



# Global Leadership Partners Asia

## Evolving 21st Century Leadership

# Creative Conflict

*A Global Leadership Program for Teams*

Conflict exists. Although we generally don't enjoy it, conflict is part of life. Change brings uncertainty and uncertainty can bring conflict. Conflict also comes from working with other people. Opinions, values, communication and leadership styles, for example provide more than enough grounds for disagreement.

### ***How does your team deal with conflict?***

Although conflict may be inevitable, how you deal with and prepare for it can make the difference between success and failure. There are 2 common reactions to conflict:

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**Leaders are obstructed more by passive resistance than by active resistance.**

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1. Conflict gets dealt with through authoritarian decree, meaning people are told what to do by an authority figure. This often leads to resistance and apathy.
2. Conflict is ignored or avoided. This generally results in concessions and compromises which leads to mediocrity.

Now, a third way is available: **Creative Conflict**

Our Leadership Laboratory inspired a way to bring teams to embrace conflict as a way of harnessing diversity for innovative thinking.

Creative Conflict will provide your team with the confidence to adapt a new relationship to conflict; one that is much more likely to lead to exceptional productivity and breakthrough innovation. Through embracing change, new ways to explore and negotiate everyone's underlying needs are discovered.

### ***How confident is your team?***

The more confident the members of your team are of their ability to resolve conflict creatively, the more likely they will be to raise difficult issues and make bold suggestions.

Giving your team a common framework for resolving conflict creatively and ensuring that their first few creative conflicts are successful can save you precious time, money, and goodwill. Ignoring conflict can lead to a downward spiral of resistance and discord that will cost far more to turn around or, worse, write off.

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As a team's begins to embrace conflict more perspectives are included in decision making which leads to higher levels of engagement, team productivity and business innovation.