

# THE GOOD FIGHT

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**THOUGHTFULLY  
NAVIGATING  
THROUGH  
CONFLICT**



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**LIANE DAVEY**



What story do  
you tell yourself  
to justify avoiding  
the conflict?



# THE CONFLICT **LADDER**



6. Align on actions
5. Work through emotions
4. Master conflict as allies
3. Practice effective listening
2. Unpack conflict baggage
1. Understand conflict obligations

**1**

**UNDERSTAND YOUR  
CONFLICT OBLIGATIONS**

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CONFLICT IS “THE **STRUGGLE** RESULTING FROM  
**INCOMPATIBLE** OR OPPOSING NEEDS,  
DRIVES, WISHES, OR EXTERNAL OR INTERNAL **DEMANDS.**”  
— MERRIAM-WEBSTER



**Coaching Question**

What are my stakeholders counting on me to fight for?





CONFLICT AND TENSION ARE NOT THE  
**ANTITHESIS** OF TEAMWORK,  
THEY ARE THE MAIN **PURPOSE** OF IT.



2

**UNPACK YOUR  
CONFLICT BAGGAGE**

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**Coaching Question**

What are my conflict stories?  
Are they still valid?



ORGANIZATIONS REQUIRE CONFLICT.  
HUMANS RUN FROM IT. THE RESULT  
IS **CONFLICT DEBT.**









**AVOIDING CONFLICT IS ONLY  
REDIRECTING IT, INTENSIFYING IT,  
AND EMBEDDING IT IN OUR LIVES.**

**#CONFLICTDEBT**



**3**

**PRACTICE EFFECTIVE  
LISTENING**

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FACTS **DON'T** SOLVE FIGHTS





**Coaching Question**

What % of the time are you Level III Listening?



4

**MASTER CONFLICT  
AS ALLIES**

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**Coaching Question**

How might I be  
invalidating?  
How do I get a do-over?





**Coaching Question**



How could you make it feel like you're problem solving, rather than arguing?



THE SECRET TO HAVING CONFLICT  
AS **ALLIES** IS TO SPEAK THEIR TRUTH  
BEFORE YOU SPEAK YOUR OWN.

5

**WORK THROUGH  
EMOTIONS**

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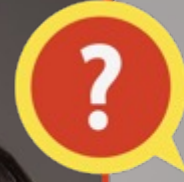
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**Coaching Question**

How do you interpret  
resistance?

What's another  
interpretation?





### Coaching Question

What might be beneath their emotional reaction?  
What is the treasure?



EMOTIONS ARE LIKE **PAIN**.  
IF YOU SEE EMOTIONS, LOOK FOR THE VALUES.  
VALUES ARE THE SITE OF THE **INJURY**  
AND THE KEY TO THE **REMEDY**.

6

**ALIGN ON  
ACTIONS**

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**Coaching Question**

How do I know that everyone has the same understanding that I do?

# BUILD A **PRODUCTIVE** CONFLICT CULTURE

1. Who am I fighting for? What is my conflict obligation?
2. What stories am I telling myself? What conflict baggage needs unpacked?
3. What clues am I you getting? What can I learn from Level III listening?
4. What is their truth? How can we solve this as allies?
5. What if things go sideways? What's beneath the facts that would solve this fight?
6. What am I committing to? How can we stick the landing?

# QUESTIONS?

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