

RESPONDING TO UNHEALTHY CONFLICT

The goal of this infographic is to summarize the strategies outlined in Chapter 12 of Aguilar's *The Art of Coaching Teams*. Please consider these strategies as you navigate through conflict.



REFLECT ON THE BROADER CONDITIONS IN WHICH THE TEAM EXISTS

Is the conflict that you are experiencing reflective of a larger issue in your school or organization?



RETURN TO NORMS

Are team members aware of norms? Are they behavioral or procedural norms? How often do you refer to these norms? What is your process for holding the team accountable to norms?



CONSIDER WHEN TO ADDRESS

Make an assessment: does this conflict need to be addressed in the moment, can it wait, or does it need to be addressed at all?



HONE YOUR OWN EI

Are you aware of your own triggers?
Emotions are contagious. Are you aware of the impact your emotions have on the group?



IDENTIFY THE CONFLICT

Why has the conflict surfaced?
Is it organizational: lack of information, environmental barriers, shortage of time?
Or,
Is it personal: difference in values or beliefs, self-awareness, experience and knowledge.