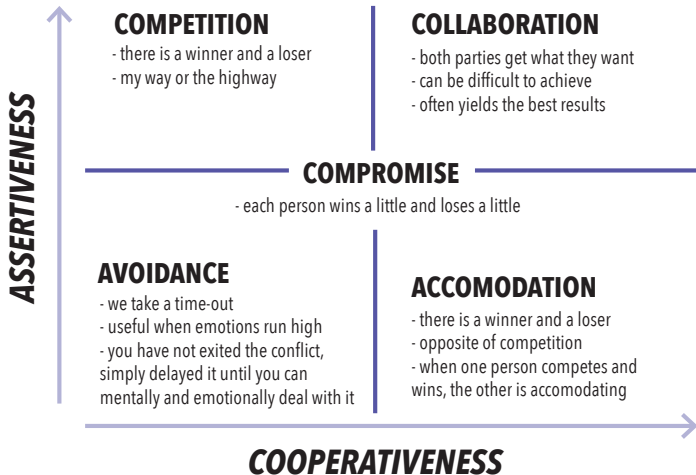


MOMENT OF TRUTH

A TOOL FOR UNDERSTANDING CONFLICT RESOLUTION STYLES



- Inappropriate use of conflict resolution styles is the biggest reason people tend to avoid sharing truth
- Conflict is healthy and can be good
- How we handle conflict can be bad
- Conflict will always be present
 - Examples of when conflict can happen:
 - There is lack of clarity with the THERE
 - There is lack of truth with the HERE
 - We move into the Pit of Despair
- We each have a preferred style
 - When we over or under use one we can lose our effectiveness
- A conflict may start with one style and end with another
- Each style has an appropriate time and use, and each comes with a cost and benefit
- Slowing down emotions is critical for conflict resolution