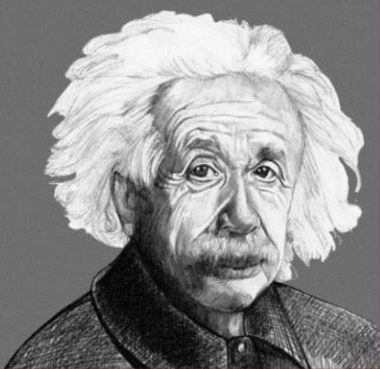




Put it to a good use:

- ❑ Read your ICS booklets. There is a lot of good information!
- ❑ Since adults learn the best when they teach, please share this information with friends, relatives, colleagues.
- ❑ When leaders and managers know their conflict style preferences, it makes a positive impact on their interactions with their teams. The greatest benefits occur when the whole team becomes well versed in accounting for style differences.
- ❑ The difference between knowledge and competence is practice! As they say, we are what we repeatedly do.

The difference between stupidity and genius is that genius has its limits.



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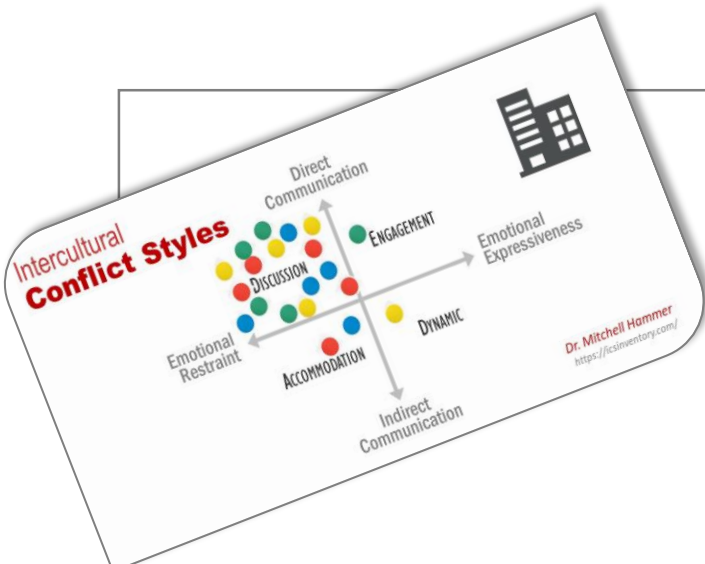


When you find yourselves in a conflict situation:

- ❑ Reframe your discomfort of it by focusing on the other person's style with maximum possible curiosity. You know you got it when you catch yourself wanting to say to that person - "Do it again, please!" (almost kidding).
- ❑ Remember that anybody's natural tendency is to pull in their own preferred direction (same as when somebody who does not speak your language will go LOUDER and s-l-o-w-e-r as if that should make you magically learn a new language on a spot). Recognize that natural tendency, take a breath, and step forward. You will make it easier for the other person to experience being attended to and it will make it harder for them to keep going further into a conflict as if nothing happened.
- ❑ Don't waste your energy on having a conflict about having a conflict. Conflict worth having is about issues.

Here is what research says:

- ❑ Diverse teams significantly overperform homogeneous teams, especially in creativity and innovation, but it only happens when people understand their differences and learn how to leverage them. Without investment of time, effort, and resources into building Differences Competent Teams we often end up with having to put all of that (time, effort, resources, and even personal health) into dealing with workplace toxicity and its consequences.
- ❑ When comparing teams of scientists working together, it was identified that people often prefer to work with others from their own culture. However, when it comes to authoring studies that are quoted most often and generate more interest/resonance - diverse teams are significantly ahead.



As you experienced during the workshop, as a group you have an extreme preference for the Discussion Style. And you also know that for some of you it is a natural preference while for others it comes with a business suit.

Being able to adjust to a different style is a very important skill. Actually, it's an absolutely essential one for a successful navigation of diverse, multicultural, global environments. It is at least as advantageous as being bi- or multi-lingual.

Here is a useful question to ask oneself: What am I missing if everybody always has to speak my language or operate in my preferred style and I don't have to switch or adjust? What skills am I not developing?



What is Your next step?



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Do not hesitate to call on us. We'll be happy to be of assistance in building Conflict Competent Teams and developing Conflict Competent Leaders



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