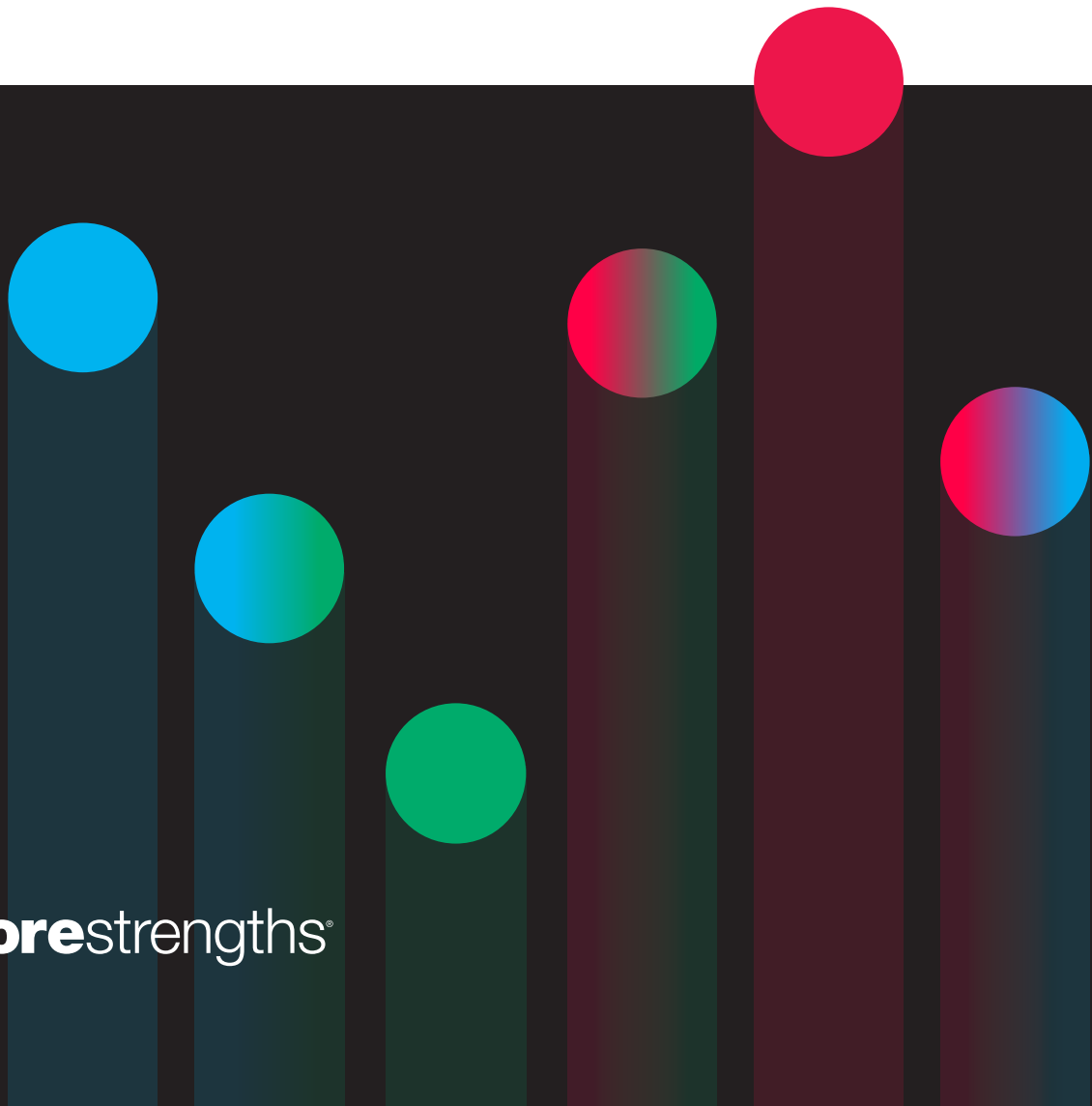


STRONGER TEAMS
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RQ boost of
the day

PREVENTING CONFLICT

BUILD TRUST
BUILD TRUST
BUILD TRUST
BUILD TRUST
BUILD TRUST



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 **corestrengths**[®]

Preventing Conflict with



BLUES



Be sincere, genuine, and authentic.



Allow time to discuss the feelings and emotional aspects of the issue or situation.



Affirm the relationship before addressing the issue.

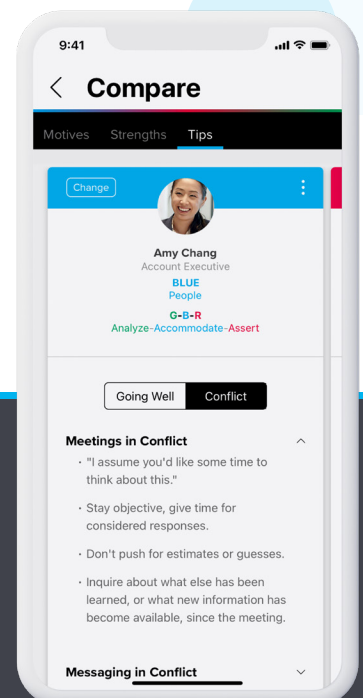


Do not appear to patronize Blues or diminish the importance of their emotions.



Verbally acknowledge the potential threat to self-worth.

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Preventing Conflict with

REDS



Deliver important and appropriate data directly, using a point-by-point approach.



Demonstrate an understanding of the issue's importance, and respond with an appropriate sense of urgency.



Stand and engage with passion and energy.

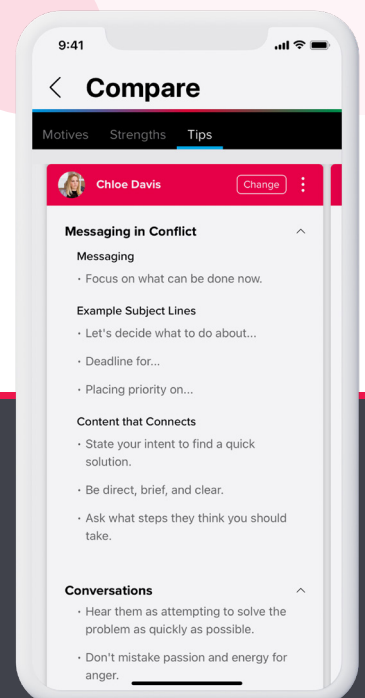


When expressing an opinion or idea, get to the point quickly.



Deliver your ideas with confidence, as a subdued approach may be perceived as weakness or uncertainty.

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Preventing Conflict with

GREENS



Avoid using broad, unsubstantiated statements or arguments based on emotion.



Resist making assumptions or jumping to conclusions.



Be logical and substantive in support of your opinions.

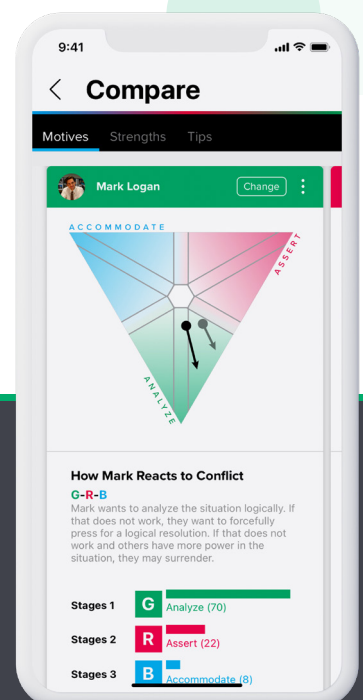


Allow time for thoughtful consideration without rushing discussions or leaving out details.



Be conversationally appropriate, avoiding small talk or humor that might be misunderstood.

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Preventing Conflict with

RED-BLUES



Emphasize that you understand how important the issue is to them and that you are committed to solving the problem.



Demonstrate an understanding of their intent to benefit others through action.



Clarify that maintaining the relationship is just as important as solving any problem.

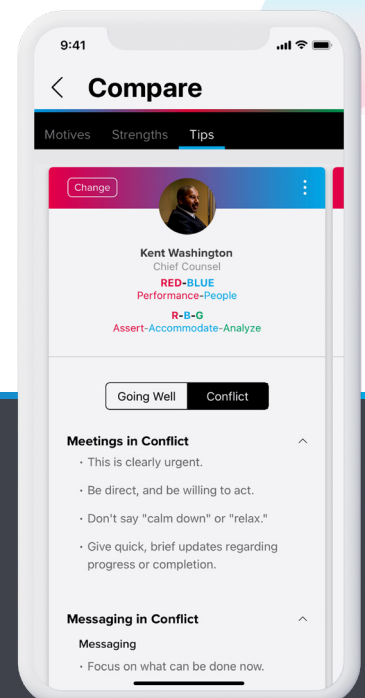


Use energy in your response, reflecting back an understanding of the urgency around finding solutions.



Don't make commitments lightly or change an agreed-upon course of action.

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Preventing Conflict with

RED-GREENS



Be unemotional and direct.



Own your role in the interaction, and calmly explain the reasons behind the behaviors chosen.



Discuss the thought processes that decisions are based upon before action is taken.

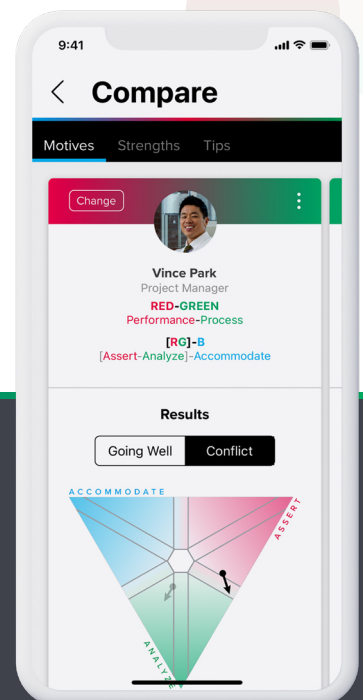


If challenged, be prepared to stand and engage with the analysis.



Know your position, and be prepared to defend it rationally.

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Preventing Conflict with



BLUE-GREENS



Avoid raised voices and appearing aggressive or confrontational.



Be calm and logical in support of your opinions, while keeping an eye on the relationship cost of any potential disagreement.



Allow time for thoughtful consideration without rushing ahead or forcing compliance.

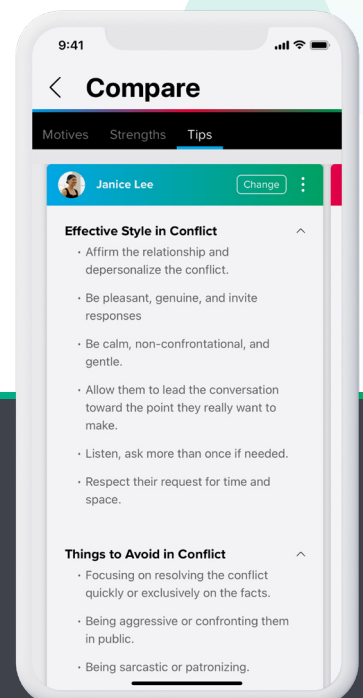


Resist isolating them from others or being indecisive in matters that affect their welfare.



De-personalize the problem, and reassure them that the relationship matters.

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Preventing Conflict with

HUBS



Remain open to various ideas, allowing flexibility in the approach to solutions.



Focus on the attributes of a situation and the different perspectives that people have about it.



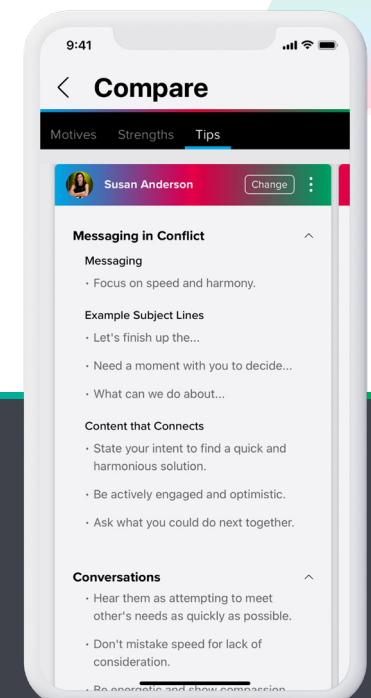
Keep your sense of humor.



Use a collaborative style to get valuable input into the process.



Set aside preconceived notions, and explore the possibilities.



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