

E5 Leader



CONFLICT RESOLUTION

- Certain temperaments are prone to conflict and certain temperaments are not.
 - A choleric person looks forward to the conflict, whereas a phlegmatic person wants peace at all cost.
- Everyone will run across conflict. You need a good resolution plan.
- It's a process:
 - ~Agree to disagree.
 - ~Recognize that the other person's feelings and/or point of view is valid.
 - ~Serve each other with the idea of creating peace and harmony.
 - ~ Agree the issue can be resolved.
- Another type of conflict needing resolution: internal
 - Look inside and project yourself as a third party.
 - Talk with a mentor/friend and listen to them with an open heart.
 - Have your mentor/ friend hold you accountable.
- Resolving interior conflict gives you clarity.