



## *Resolve to resolve conflict in 2012...*

You've made a New Year's resolution to deal with conflict constructively. Great! The only problem is that, while you think you'll be OK with the small conflicts, you fear you'll have trouble with the big ones? Increase your chances of success with these strategies.

**Start with a clear vision** – What are you expecting to accomplish? To be able to sit down and problem-solve every time you disagree with anyone? To work through specific differences with specific people? Create a picture of the future that is feasible, focused and flexible. Make sure that the focus is on changing you; not on how you want to change others.

**Develop a strategy** – Create a plan that includes realistic goals, achievable objectives and timelines to keep you on course. Ask yourself “What conflict resolution skills do I possess that I can utilize right now?” Consider what specific situations/people create conflict challenges for you. Then explore your options for improving existing, and developing new, skills.

**Build support** – Identify people whose cooperation will enhance your chances of success and ask them for their assistance and support. Briefly share your vision and goals, steps you're taking to achieve them, and ways they can help you.

**Improve your attitude about conflict** – Approach constructive conflict resolution positively as an opportunity instead of a crisis or a problem to be avoided. What's your attitude about those with whom you disagree—are they wrong or do they just have a different perspective? Ask for positive feedback—it builds morale and helps you maintain a positive attitude.

**Celebrate successes** – Track your progress and celebrate even small success along the way. Pat yourself on the back when you use good conflict resolution skills regardless of how well the conflict gets resolved.

With good strategies, you can resolve conflict constructively and achieve your resolution.

## *Words to live by...*

“The brick walls are not there to keep us out; the brick walls are there to give us a chance to show how badly we want something.”  
Randy Pausch, Author



## **A BRIGHT IDEA**

### *Lead with passion...*

Passion is the heart and soul of effective leadership. It's about energy, optimism, and a firm belief in your capacity to succeed. Passion is an intense energy, a fire within, that flows through you to those around you. It's the ability to create an environment where people can unleash *their* energy, embracing the vision and believing in their own power to succeed. Passion motivates you to do what it takes to turn your vision into reality; obstacles become opportunities instead of barriers; confidence grows and doubts disappear. Passionate leaders kindle a fire in others and inspire them. Lead with passion and fan the flames.

## *Something new!*

Executive Agenda – what is it? Executive Agenda is like having your own impartial board of executive advisors. Groups of successful executives meet regularly to share ideas, experience and skills—to collectively discuss problems, visions and opportunities in an environment of absolute trust and confidentiality. A new group is forming and Karen Dorn, Executive Agenda Chair, is facilitating the new group. Contact Karen at 920-993-1490 or at [kdorn@alternativeresolutions.biz](mailto:kdorn@alternativeresolutions.biz) to learn more.

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