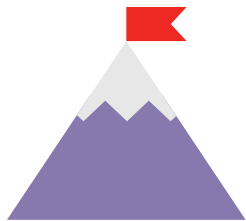


Clash Course

Rise above the conflict and implement winning solutions.

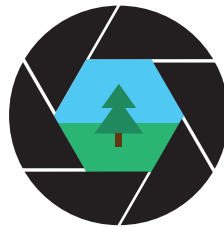
Lisa Earle McLeod, business consultant and author of *The Triangle of Truth: The Surprisingly Simple Secret to Resolving Conflicts Large and Small*, has spent some 10,000 hours coaching executives, with the goal of helping them strengthen relationships, eliminate turf wars, and increase employee engagement. Here, her top tips for turning discouraging disagreements into exceptional ideas.



1 SEEK THE WINNING SOLUTION
“There are two sides to every argument,” says McLeod. “Traditional problem-solving models suggest compromise—but it rarely happens. The *Triangle of Truth* model is about collaboration: Two competing ideas can produce a winning outcome. If you honor truths on both sides, you can resolve conflicts by elevating others and, ultimately, the solution. It’s not about getting what you want, it’s about creating something great!”



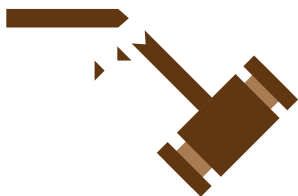
2 FIND YOUR COURAGE
“Fear traps us in a brain-lock phenomenon. When a colleague is shooting down your ideas, the most common reaction is to get defensive. Instead, try to shift the emotional dynamic. The first thing to do is breathe. Then, ask a question like, ‘What ideas do you have that will help accomplish this task?’ This will keep your focus aligned with creating a solution that everyone can agree on.”



3 EXPAND YOUR FOCUS
“Don’t get too attached to your own agenda. The more you push your ideas upon others, the less likely they are to listen. Problems arise when we become so focused on our own goals that we don’t leave room for anyone else’s. Be proactive about listening to others.”



4 TAME YOUR TONE
“Only 7 percent of what people interpret when you speak is the actual words you say. The other 93 percent is tone and body language, which express an internal dialogue that others feed off of. To become more persuasive there are some very specific thoughts you can think that will dramatically impact the outcome. For example: *I’m excited about helping us all succeed.*”



5 DON’T JUDGE
“Avoid making judgments about suggested solutions. If you immediately shoot down the ideas of others, you’ll lose the ability to influence their thinking. People would rather be invited to take part in the solution than be criticized as being part of the problem.”

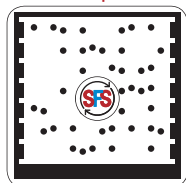


6 FREE YOUR MIND
“Be open. This involves changing your mindset to one that identifies other ideas and perspectives as just as valuable as your own. You have to earn the respect of the people you’re working with. Do this by listening.”



7 BE A PEACEMAKER
“Conflict can actually be a catalyst for creativity. It’s not our truths that cause problems, it’s our belief in their exclusivity. The *I’m right so you must be wrong* mentality results in our inability to manage differences. It’s no longer enough for us to be peacekeepers; it’s time for us to be peacemakers. Peacemakers know how to assimilate conflicting perspectives into great solutions. Your truth plus my truth equals something amazing.”

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