



Leadership Matters

DHS Leader Development Program

“People almost never change without first feeling understood.” – Douglas Stone



Tip of the Month:

Seeking options for your Cornerstone Continuous Development 12-hour requirement?

Check out these Skillsoft courses:

Handling Team Conflict

[ID: atm_01_a04_bs_enus](#)

Facing and Resolving Conflict in the Workplace

[ID: acm_11_a02_bs_enus](#)

News You Can Use

[The DHS Coaching Collaborative](#) – check out the Coaching Talent Bank and invest in your success!

Have you thought about a rotational opportunity? Go to the [Homeland Security Rotations Program](#).

Want to know more about Cornerstone, Keystone, or Capstone? Visit the [DHS Leader Development Program](#).

Did you know that the LDP identifies targeted development for [Team Members and Team Leads](#)?

Don't forget, seasoned DHS Leaders must complete [12 hours of Leader as Teacher "Give Back"](#) – write a blog, be a mentor, hold a brown bag lunch...

Questions? Contact your component [LDP Action Officer](#) or email DHSLeaderDevelopmentProgram@hq.dhs.gov.

Got a minute (...or three?)
Check these out!

Points to Ponder

“Learning” isn’t about a course – it’s about a course of action!

[Managing Conflict in High Performance Teams](#)



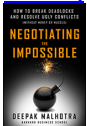
Video (3 minutes)
[Bookid = 80844](#)

[Dealing with Conflict: Move the Conversation Forward](#)



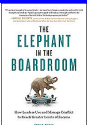
Video (4 minutes)
[Bookid = 43824](#)

[Negotiating the Impossible: How to Break Deadlocks and Resolve Ugly Conflicts \(Without Money or Muscle\)](#)



Book (224 pages)
[Bookid = 114031](#)

[The Elephant in the Boardroom: How Leaders Use and Manage Conflict...](#)



Book (352 pages)
[Bookid = 89503](#)

Conflict Management

(Access Skillsoft through [Skillport](#) using the single sign-on; once in Skillsoft, search in the upper right hand corner using title, author, or ID.)

Step 1: Complete the course Handling Team Conflict
([ID: atm_01_a04_bs_enus](#))

In this course, you'll learn about what causes conflict on a team and the important role of healthy communication in handling conflict. You'll also learn about best practice approaches to resolving conflict and the tenets of principled negotiation. Finally, you'll learn guidelines for addressing one type of team conflict, lack of trust.

Step 2: Ask yourself the following questions:

- Can you identify which collaborative conflict resolution technique should be used in a given scenario?
- Which techniques would you use to resolve conflict among members of your team?
- What indicators can alert you when something is amiss with your team?

Step 3: Complete these ideas for action below:

- When someone comes to you with a problem involving another employee, encourage them to pursue resolution.
- Treat conflict protocol as if it were a contract: Each member should agree to abide by the policies.
- Try to circumvent conflicts from starting by creating clear expectations of who does what with which resources.

Do You Know:

Conflict is not always bad? Good leadership can turn it into a positive for the team if it is identified early; addressed and resolved correctly.

By embracing conflict as a part of life, you can make the most of each situation and use it as a learning opportunity or a leadership opportunity.

Conflict Management – September 2018.

Real World Research

Conflict resolution is a daily occurrence at work that can either propel or disrupt the momentum for a leader, a team or the entire organization. The workplace can become a toxic environment when leaders allow conflict to fester rather than confront it head-on. Managing conflict can be a tricky thing – especially when you are not familiar with the larger ecosystem in which the particular individual or department creating the conflict operates, and how efforts to resolve conflict will reverberate throughout that ecosystem. The workplace is fueled with so many concurrent agendas that you never know which ones may be affected when you resolve conflict solely to benefit and advance your own. 1

1 www.Forbes.com 4 Ways Leaders Effectively Manage Employee Conflict -by Glenn Llopis

Outcome

Improve your conflict resolution skills through awareness and emotional intelligence.