



Clara is a Southern California native who has lived in Ventura County her entire life. She started her career in veterinary medicine as a kennel assistant before attending Cal Poly Pomona and graduating with a degree in Microbiology.

After graduation, she earned her RVT in 2010.

Clara published an article in NAVTA, which catapulted her towards education and mentorship. She has over 10 years of experience managing both GP and ER/specialty hospitals. In 2021, she earned her CVPM and went on to start her own consulting business in 2022.

She is an educator for students in veterinary assistant and RVT programs and values education with hands on training. Her vision is to: educate, train and mentor members of the veterinary community.

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PICK A BRAIN, NOT A FIGHT

Open Minded Conflict Resolution

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Conflict

- fight, battle or war
- disagreement between people with opposing beliefs or principals
- incompatible or at variance

Conflict Resolution

- process of finding a peaceful solution to a disagreement between two or more parties

Open Mindset

- An open mindset allows the opportunity to analyze the conflict from the other party's perspective.

Growth Mindset

- Embrace the conflict and information as a growth opportunity.

WHY should we approach conflict with an open mind?

The truth is comprised of many versions. Learning about each perspective helps us make an informed decision.

01. Identifying the issue

02. Fairness

03. Feedback

01. Healthy, positive
relationships
and connections

02. Develops problem
solving & improves
decision-making skills

03. Personal &
professional
growth

What are the
professional benefits
from an open minded
approach to conflict?

What are the
organizational
benefits of an open
minded approach to
conflict?

01. Positive culture
& environment

02. Empowerment

03. Improves
operations



Conflict Styles

from Integrative Enneagram



Methodical

- Logic
- Procedure
- Problem solving

*“Stay calm and think.
How can we fix this?”*



Reactive

- Anger
- Frustration
- Defensiveness

*“This is not okay. Why
won’t you...?”*



Avoidant

- Escapist
- Dismissive
- Enthusiastic

*“No problem. It will all
be okay.”*



Conflict Styles & Triggers



Methodical

- Unethical
- Inefficiencies
- Common sense



Reactive

- Mole hills
- Fakeness
- Control



Avoidant

- Negativity
- Uncomfortable
- Dissonance



Conflict Styles & Resolution Strategy



Methodical

Fact and logic is a part of the solution.
We still need to consider the human impact.



Reactive

Typically feel better after venting. We need to address root cause and work on not jumping to a code red.



Avoidant

Allow them to remain positive and remind them that the problem doesn't go away by itself.

Open ended questions

Can you tell
me what
happened?

Why is this a
concern or
problem?

What could
we do to
resolve this
issue?

**Open
minded**

What would
you like to see
from the other
party?

How can this
be prevented
in the future?

What can
we learn
from this?

Growth

Setting the stage for the best outcome

360
degree
view



Stay calm &
control
your
emotions



Timely but
consider
time & place



Acknowledge
&
validate



Negotiate
&
compromise



Multiple
collaborative
solutions





Open Minded Conflict Resolution



- Open mindset is key!
- Growth opportunities
- Personal/professional benefits
- Organizational benefits
- Conflict styles, triggers & resolution strategies
- Asking the right type of question

Your time is appreciated, thank you!

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