



CONFLICT WITH MY TEAMMATES

HAVING DIFFICULT CONVERSATIONS

Going into the season is much easier when you have a general idea of the personality types of your team members. It is a good idea to have them take the assessment and use the chart below when faced with conflict or having to deliver tough news or feedback.

FOR THIS TEAM MEMBER...

Get to the point. They are concerned with status, so use language that is affirming but not insulting.
Leave the discussion with some action that can be taken, do not be vague.

D

FOR THIS TEAM MEMBER...

Let them speak freely and fluidly. You may not need to prompt them with questions.
They may be talkative or ramble. Let them express themselves. Make them feel heard.

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FOR THIS TEAM MEMBER...

Know they are likely to avoid conflict. They could come off as passive-aggressive or even condescending.
Do not take it personally. You reach them with facts not feelings.

C

FOR THIS TEAM MEMBER...

Understand they want peace and may not speak up, but will show emotions in their body or demeanor. Don't jump right into the tough stuff. Once comfortable, ask them probing questions and then let them talk.

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Tips:

- Set up a time to talk away from other team mates.
- Prepare for the conversation in advance.

Communicate in a way that they need, not how you prefer to receive information.

Put in the work to build relationships in advance. This makes these conversations easier to navigate.