

# CONFLICT

RESOLUTION



John **Barrett**  
Leadership





COACHING  
LEADERS TO  
THE NEXT  
**LEVEL**

# JOHN BARRETT LEADERSHIP

I help individuals and companies break through their limiting factors and elevate their success. A Hay Group study of Fortune 500 companies found that 21-40% utilize executive coaching; it is standard leadership development for elite executives and talented up-and-comers. An internal report of the Personnel Management Association showed that when training is combined with coaching, individuals increase their productivity by an average of 86% compared to 22% with training alone. I have been working with leaders for over 20 years. I have been personally mentored by the #1 leadership expert in the world, Dr. John C. Maxwell, to become a certified coach, speaker, and trainer on the John Maxwell Team. I have also worked with Fortune 500 companies, entrepreneurs, non-profits, and individuals who have leveled up their success through my coaching.

[WWW.JOHNBARRETTLEADERSHIP.COM](http://WWW.JOHNBARRETTLEADERSHIP.COM)

———— *A Personal Note* ————

## LEVEL UP YOUR LEADERSHIP

Thank you for being a part of this resource. I have found that when you invest in your leadership ability, you directly invest in the future you desire to experience.

Great leaders are continually advancing their leadership ability to the next level. They never stop challenging themselves to reach new heights. They know the secret to success is the capacity to lead well. True success is simply an overflow of great leadership. Yet, so many leaders and organizations feel frustratingly stuck. They are striving for success but aren't gaining any traction into growth. Their solution...work harder. But in doing so, they are just spinning their wheels in the mud.

This is where I come in. I help individuals and companies break through their limiting factors and elevate their success. A Hay Group study of Fortune 500 companies found that 21%-40% utilize Executive Coaching; Coaching was used as standard leadership development for elite executives and talented up-and-comers. In addition, an internal report of the Personnel Management Association showed that when training is combined with coaching, individuals increase their productivity by an average of 86% compared to 22% with training alone.

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# THE CONFLICT COMPASS

The only thing worse than having conflict is having no conflict.

Conflict is a normal and necessary part of life. It can be uncomfortable, but it's also an opportunity for growth. Unfortunately, many leaders avoid conflict at all costs. They believe everything will eventually disappear if they sweep things under the rug. This couldn't be further from the truth. In fact, not dealing with conflict can actually make things much worse in the long run.

Leadership author Thomas Isgar wisely said, "Conflict can destroy a team which hasn't spent time learning to deal with it." When we learn how to deal with conflict, we can turn it into a healthy tool for relationship building, innovation, and growth. However, if we avoid conflict while ignoring how to handle it, we limit relationships, innovation, and ultimately growth.

One of the first steps in creating a healthy culture of conflict is to simply talk about how you and your team will handle conflict before you even experience it. Laying out a framework and working together to create a shared response to conflict can give a team the ground rules before the challenges arise. Unfortunately, most teams do not spend enough time setting behavioral expectations for conflict resolution as a team. The problem with not discussing how you and your team will handle conflict is that everyone will deal with it in their own way, which is a recipe for personality chaos. The aggressive type will lean towards destructive domineering, claiming they are telling you like it is. The passive type will lean towards artificial harmony, hiding behind a fake smile and avoiding honesty. As a result, your organization will be a war-torn battlefield where only a few survive and none thrive.

When a team is equipped with a compass to help them navigate conflict, they will be aligned for success. So, spend time building your team's conflict compass with open conversation, strategies, and values to which everyone will be accountable.

As a leadership coach for over twenty years, I have helped many teams develop their conflict compass and will leave you with just one statement/tool that I believe every team should adopt and practice. To create a healthy conflict culture, everyone on the team must commit to being BOLD enough to say it and HUMBLE enough to receive it. This means everyone has to have the courage and honesty to say how they feel. But, at the same time, everyone must have the humility and openness to hear others' feelings without arrogance and defensiveness. Teamwork will truly be activated when a team is bold enough to say it and humble enough to receive it.

So, what will you do to build your team's conflict compass?

# WHAT YOU WILL EXPERIENCE @

## The Conflict Resolution Training

### Incredible Content

For conflict resolution and teamwork to be successful, everyone involved must have access to incredible content. This training includes the best resources, research, and real-life examples. Conflict resolution and teamwork go to a new level with access and insight into proven teaching.

### Shared Framework

Having a shared framework for conflict resolution gives everyone a common starting point and a shared language for discussing and resolving disagreements. When used effectively, it helps teams work together more constructively and efficiently, even in the face of difficult challenges.

### Real Tools

Most people struggle with knowing how to navigate challenging conversations with others. They fumble and stumble through confronting others effectively if they even take the step to approach them at all. This training will equip everyone with specific tools to prepare for conversations, how to have them, and what to look for.

# SAMPLES FROM THE WORKBOOK

## CONFLICT COLORS

Choose A Color That You Believe Best Represents Conflict

**Why?**

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## WHY?

**WHY DO YOU WANT TO BE GOOD AT CONFLICT RESOLUTION?**

You can't know the \_\_\_\_\_ if you don't know the \_\_\_\_\_.

*"If you don't know why you want something you'll never fight to get it."*  
- John Barrett

**Why Statement:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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## THE CONFLICT COMPASS

### WHY

**"IF WE MANAGE CONFLICT CONSTRUCTIVELY, WE HARNESS ITS ENERGY FOR CREATIVITY AND DEVELOPMENT."**  
- KENNETH KAYE

Having no conflict is a major \_\_\_\_\_.

Conversation @ Apple:  
Jonny Ive: "Because I care about the team."  
Steve Jobs: "No, Jonny, you're just really vain. You just want people to like you."

If you don't \_\_\_\_\_ it out, you'll \_\_\_\_\_ it out.

### THE CONFLICT COMPASS

**3 Step Process:**

- 1) Create it \_\_\_\_\_
- 2) Create usable \_\_\_\_\_
- 3) Create \_\_\_\_\_

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## THE CONFLICT CONTINUUM

**The Conflict Continuum**

>> Truths About The Continuum <<

Everyone is drawn to their \_\_\_\_\_.

You have to strive to stay in \_\_\_\_\_.

Where you think you \_\_\_\_\_ and where \_\_\_\_\_ think you are, are usually \_\_\_\_\_.

**TIP:** Get \_\_\_\_\_.

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## THE COMMUNICATION JOURNEY

>> How To Navigate The Journey <<

Be a \_\_\_\_\_, not a \_\_\_\_\_.

Deal with your \_\_\_\_\_ in a healthy way.

Put yourself in their \_\_\_\_\_ rather than putting them in their place.

Only \_\_\_\_\_ in the circle of safety.

Get \_\_\_\_\_ before leaving the conversation.

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## DONE DID DO

**The 3 Step Process**

**Statement:**  
When (---) was DONE, it DID (---), I would like for you to DO (---).

**Done**  
The more \_\_\_\_\_ you are the less \_\_\_\_\_ a person will feel.

- Be \_\_\_\_\_
- Be \_\_\_\_\_

**Did**  
You can't \_\_\_\_\_ people know how you feel if you don't \_\_\_\_\_ them.

- Be \_\_\_\_\_
- Be \_\_\_\_\_

**Do**  
Be specific about the \_\_\_\_\_ you would like to see in the future.

- Be \_\_\_\_\_
- Be \_\_\_\_\_

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## SELF REFLECTION QUESTIONS

**Q: How can developing your skills in conflict resolution help your future success?**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Q: What do you struggle the most with concerning conflict resolution?**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Q: What do you believe your strengths are when you deal with conflict?**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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## The Velvet Covered Brick LEADER

In the 1970s, author Howard Blutt coined a phrase to help leaders understand how to deal with hard issues. He called it the "Velvet Covered Brick." The imagery was to help people understand that when dealing with conflict, there has to be a mixture of candor and care. We must not forget that we, as leaders, are here to connect with others for the greater good, not to criticize them. Too many leaders spend the majority of their time criticizing rather than connecting. This constant criticism causes their influence to diminish. We can't allow frustrations to control our behavior. Never lash out from anger or bitterness. Let the dust settle enough to deal with the issue with a clear mind and a settled attitude. Many high-quality employees have been emotionally decimated through the rage of explosive tempers that have come through uncontrolled leadership that is all brick and no velvet.

Our youngest daughter, who was five at the time, was doing a school assignment one day. She was reading about a character named Reddy the Fox, a mischievous animal being raised by his greedy grandmother. Grandma Fox was teaching Reddy how to capture the chickens at Bowser the Hound's farm. Allie's assignment was to write a letter to Reddy the Fox to try to help him become a better and more responsible fox. Here's what she wrote:

DEAR REDDY FOX,

IT'S BAD THE WAY THAT YOU'VE DONE STUFF YOU HAVE TO STOP STEALING THOSE CHICKENS. IT'S BAD TO TRY TO KILL THE DOG YOUR GRANDMA & EVIL YOUR FRIENDS AND SPARTAN THAT YOU SHOULD NEVER SHOW SLACKY THE CHICK THINGS TO MAKE SURE THE HOUND DE.

YOUR FRIEND,  
ALLIE

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# TRAINING LOGISTICS

3-Hour Training w/Workbook

- Any size group

Requirements:

- Whiteboard or Flipchart
- Digital AV (TV, Projector, etc.)
- Headset or Lapel Microphone (depending on size of group/venue)

## Investment:

3-Hour Training Fee - \$1,485

70+ Page Participant Workbook - \$24.95 (per workbook)

Traveling Expenses - TBD

By John Barrett

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Client signature

Secretary

Date



# JOHN BARRETT

## LEADERSHIP

# TRAINING



WORKSHOPS DESIGNED TO EQUIP LEADERS

CONFLICT RESOLUTION PERSONALITY PROFILES  
EFFECTIVE COMMUNICATING INNOVATION CULTURE  
& SO MUCH MORE



# I AM HERE FOR YOU

Every hero needs a guide to help bring out the best in them. Luke had Yoda, Katniss had Haymitch, Frodo had Gandolph, Dorothy had Glenda, and the list goes on. Everyone needs a trusted coach to help them unleash the hero they were created to be. I do just that. My role is to catapult your leadership ability and level up your success.

I have been working with leaders for over twenty years. I have been personally mentored by the #1 leadership expert in the world, Dr. John C. Maxwell, as a certified coach, speaker, and trainer on the John Maxwell Team. I have worked with fortune 500 companies, entrepreneurs, non-profits, and individuals who have leveled up their success through my coaching. I guide leaders to the next level. When leaders go to a whole new level, their success goes to a whole new level. Invest in your leadership ability, and you will directly invest in the future you desire to experience.



## CONTACT ME

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## COACHING LEADERS TO THE NEXT LEVEL

### Coaching Leaders To The Next Level

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Yet, so many leaders and organizations feel frustratingly stuck. They are striving for success but aren't gaining any traction into growth. Their solution...work harder. But in doing so they are just spinning their wheels in the mud.

This is where I come in. Every leader needs a guide to help bring out the best in them. Luke had Yoda, Katniss had Haymitch, Frodo had Gandolph, Dorothy had Glenda. Everyone needs a trusted coach to help them become the hero they were created to be. I do just that. My role is to help you level up your leadership ability and win.

### Professional Coaching Industry Statistics

A survey by Manchester Inc. of 100 executives found that coaching provided an average return on investment of almost six times the cost of the coaching.

An internal report of the Personnel Management Association showed that when training is combined with coaching, individuals increase their productivity by an average of 86% compared to 22% with training alone.

A Hay Group study of Fortune 500 companies found that 21 to 40% utilize Executive Coaching; Coaching was used as standard leadership development for elite executives and talented up-and-comers.

### What Coaching Does...

- Increases Communication
- Improves Performance
- Impacts Productivity
- Ignites Confidence
- Instigates Motivation
- Initiates Action
- Instills Accountability
- Influences Decisions
- Inspires Courage
- Identifies Opportunities
- Installs Creativity
- Integrates Teamwork
- Invades Limits
- Invokes Ideas
- Illuminates Vision
- Isolates Problems



LIFE-CHANGING KEYNOTE PRESENTATIONS

# *Speaking*



**BRING JOHN TO YOUR EVENT**

DYNAMIC COMMUNICATION THAT IS SURE TO BRING RESULTS

To book John for your next event email [booking@johnbarrettleadership.com](mailto:booking@johnbarrettleadership.com)

# THE ART OF LEADERSHIP

## Team Building



*“John’s art class was amazing! As I walked in I thought “Oh no, I can’t paint”. As I left I was thinking, John is amazing in the way that he wove this “art” class into a class on leadership/life. I encourage you to bring this style of teaching to others. I will be using it both in my workplace & in encouraging others on a daily basis.”*

**~ Kim Merideth (Personal Line Manager)**



*“John gave an outstanding presentation to a group of volunteer child advocates and local judges at an annual awards meeting. His humor, spirit, and enthusiasm were warmly welcomed by the audience, as he presented a thought-provoking and encouraging message. His clever mix of artistic talent, along with a natural teaching style, was the highlight of our gathering. John’s gift in communicating is top-notch – one cannot go wrong in having him speak at an event.”*

**~ Stan Piercefield (Former CASA Director)**



# THE JOHN BARRETT LEADERSHIP PODCAST



 Listen on  
**Apple Podcasts**

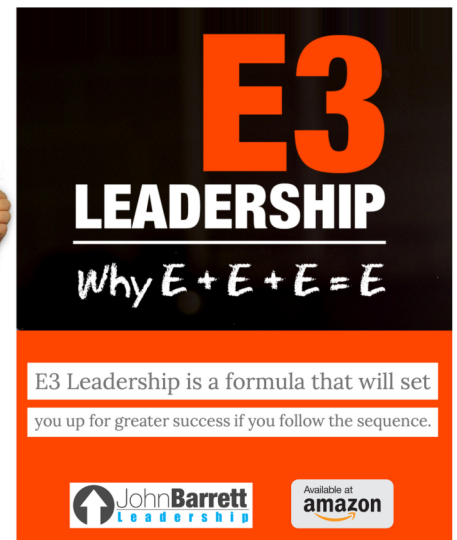
# Check Out These Resources



Oliver Wendell Holmes said, "One's mind, once stretched by a new idea, never regains its original dimensions." As you journey through this content your mind will stretch with examples, tips, and strategies to empower your leadership ability. When you are filled with the content from these posts, your cognitive awareness will become a leadership library archive. You will then be able to access this library in any given situation and know how to lead through it. As your cognitive leadership library increases, it catapults your ability to lead effectively.



We cannot improve that which we are unaware of. So to improve, we must first open ourselves up to resources that will ignite our capacity to learn. It is through information that we open the door to transformation.



**Level Up  
Your  
LEADERSHIP  
So You Don't  
Level Out  
In Your  
INFLUENCE  
And  
IMPACT**