

Level Up

GUIDE



SESSION SUMMARY:

The conflict continuum helps us understand different approaches to handling disagreement, with healthy conflict in the middle and two unhealthy extremes: artificial harmony and aggressive attacking. Artificial harmony involves hiding true feelings, avoiding difficult conversations, and suppressing concerns, which creates internal toxicity and prevents authentic relationships. Aggressive attacking uses dominant, forceful communication that tears at relationships and creates an unsafe environment for sharing ideas. Most people naturally lean toward one end of the spectrum, requiring intentional effort to achieve healthy conflict. Those who avoid conflict need to develop boldness to speak up when something bothers them and create safe environments for honest communication. Those who are overly aggressive need to cultivate humility by listening more than speaking and being open to feedback. The ideal team environment is one where everyone is bold enough to speak up, humble enough to listen, and committed to working together. When conflict is handled properly, it allows teams to challenge each other constructively, bring diverse perspectives to the table, and reach better solutions through collaborative problem-solving.

GROUP QUESTIONS:

- Where do you typically fall on the conflict continuum - closer to artificial harmony or aggressive attacking?
- How has avoiding conflict affected your relationships or team dynamics in the past?
- What makes it difficult for you to engage in healthy conflict?
- How can being both bold and humble improve the way we handle disagreements?
- What are some signs that a team is experiencing artificial harmony?
- How can we create an environment where people feel safe expressing disagreement?
- What's the difference between healthy and unhealthy conflict in your experience?
- How can we help others move toward healthy conflict while respecting their natural tendencies?

APPLICATION:

This week, identify one relationship or situation where you've been avoiding necessary conflict or handling it too aggressively. Make a conscious effort to move toward healthy conflict by either being more bold in speaking up or more humble in receiving feedback, depending on your natural tendency.