



# Less Conflict Avoidance

## ↳ More Compassionate Candor



**Less conflict avoidance** means reducing the tendency to shy away from addressing disagreements, issues, or difficult conversations. It involves creating an environment where open and honest communication is encouraged, and where conflicts are seen as opportunities for growth and improvement rather than something to be feared or ignored. This shift promotes a culture where problems are addressed head-on and resolved constructively.



**More compassionate candor** means communicating openly and honestly while also being considerate and empathetic. It involves all teammates challenging themselves to become skilled in both giving and receiving feedback in a way that is direct and kind; ensuring that the message is clear while delivering the message with respect, understanding and an opportunity for dialogue. Compassionate candor is more than feedback and requires higher level skills such as emotional intelligence, empathy, and the suspension of judgement. This shift encourages a culture where teammates feel safe to speak their minds and where feedback is seen as a tool for personal and organizational growth.

### Example Scenarios

#### Improving Workflow Processes

**Less Conflict Avoidance:** The IT department and the Billing department have been experiencing friction over the implementation of a new billing system. Instead of avoiding the conflict, the IT manager and the Billing manager organize a meeting to discuss the issues and find a way forward.

**More Compassionate Candor:** In the meeting, both managers provide honest feedback about the challenges their teams are facing while also acknowledging each other's efforts and constraints. They work collaboratively to develop a plan that addresses the concerns of both departments and ensures a smoother implementation process. Regular follow-up meetings are scheduled to monitor progress and provide ongoing support.

#### Addressing Team Performance Issues

**Less Conflict Avoidance:** A Director notices that a particular team is consistently missing deadlines and underperforming. Instead of avoiding the issue, the leader schedules a meeting with the team to discuss the performance problems openly. They encourage team members to share their perspectives on the challenges they are facing.

**More Compassionate Candor:** During the meeting, the leader provides honest feedback about the team's performance while also expressing empathy for their challenges. They work together to identify solutions and set clear expectations for improvement. The leader continues to provide regular, supportive feedback to help the team stay on track.



Scan the QR code to learn more about this culture shift.