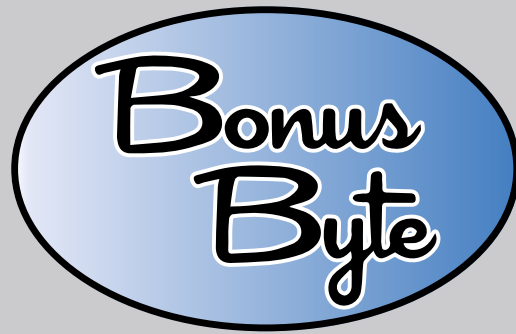


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**Tips for Delivering a Conflict  
Discussion Meeting Invitation**

# TIPS FOR DELIVERING A CONFLICT DISCUSSION MEETING INVITATION

by Guy Harris

After you have defined a conflict, it's time to invite the involved parties to a meeting to discuss ways to resolve the conflict. Remember your objective is to invite them in a way that brings them *willingly* rather than grudgingly to the table.

A well thought out conflict definition statement will help in this process. There are some additional factors to consider for maximizing the odds that the invitation gets your desired results (two willing parties at a conflict resolution discussion).

There are a few invitation examples in Chapter 38. Here are the thoughts behind those examples; use these thoughts to craft your invitation statement. The invitation:

- Is objective – It is about solving the problem rather than fixing the people.
- Includes both people – It is clear both people will be at the meeting (no surprises).
- Asks for their input about when and where to meet (within reason).

When you make the invitation, you might have to sell it a bit to encourage people to come to the meeting voluntarily. If at all possible, avoid using language that will sound like you are demanding they attend. In the “sales” process, remember the behavior style of each person. For example, if they have a predominantly...

- **Dominant style** – talk about getting better results, making things happen and solving problems
- **Inspiring style** – talk about getting their input, hearing their perspective and understanding their feelings about the problem
- **Supportive style** – talk about helping your Customers or the team, making a difference for people around them and getting their help
- **Cautious style** – talk about getting their thinking, improving the process and reducing inefficiency

As you make the sale, beware of any language that positions the conflict as their fault. Your goal is to focus on solving a business problem with you and another co-worker rather than on how they will defend their perspective, behaviors or approaches during the meeting.

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*Bud to Boss* provides new leaders and organizations looking to develop new leaders with insight, resources and powerful learning opportunities designed to specifically address the challenges of successfully transitioning from peer to leader.

To speak with someone about how we can help you or your organization, send a note to **info@BudtoBoss.com** or call the number on this page.

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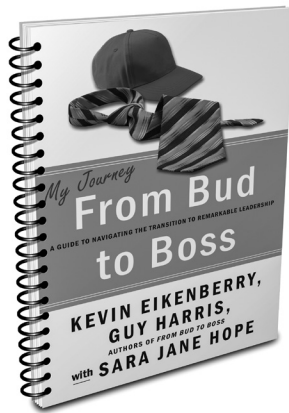


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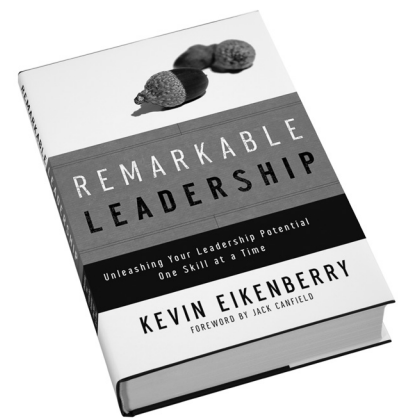


## My Journey From Bud to Boss

A companion volume to the From Bud to Boss book, the Journey is a workbook designed to help you apply the knowledge gained to actual work experiences. It includes activities, questions, and exercises designed to take you beyond the concepts introduced to you during the Workshop or the book. And while this book is completely designed to be written in, all of the templates and tools are available in both PDF and Word document form so that you can use them over and over.

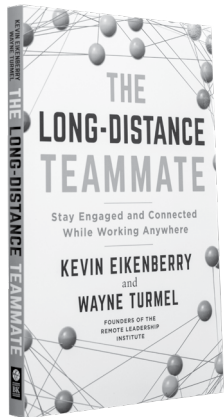
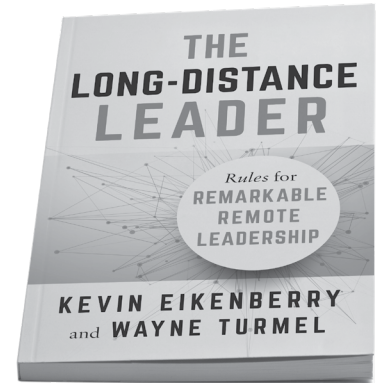
## Remarkable Leadership

is a practical handbook written for anyone who wants to hone the skills needed to become a remarkable leader. This book outlines a framework and a mechanism for both learning new things and applying current knowledge in a thoughtful and practical way. It explores real-world concerns such as focus, limited time, incremental improvement, and how we learn.



## The Long-Distance Leader

is a practical, candid look at what it takes to lead people, projects and teams in today's dispersed workplace. The book showcases 19 rules for being a remarkable remote leader, and offers practical models, tools, and best practices to tackle the real-world challenges from how we work and communicate virtually.



## The Long-Distance Teammate

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