

MODIG LEADERSHIP

Elevating Leaders

Three phases of Constructive Conflict COMMUNICATION

↓ 7/38/55 Rule

01

Understanding

Help me understand...

I can appreciate that...

I noticed [gap], what's really going on?

Is there anything else you'd like to share with me?..

02

Bridging the Gap

If I understand you correctly...

I see why you'd think that,,,

Mirror: repeat what they said.

Would you be willing to...

03

Solution Oriented

What do you need from me?

How can I best support you?

Assume the best!

Be present!!