

MAPPING CONFLICT: A LEADERSHIP TOOL



Conflict as a Catalyst for Growth

Conflict often gets a bad name. Many leaders see it as something to avoid, but conflict can also be an opportunity for growth, a way to deepen relationships, and a powerful catalyst for change.

Handled well, conflict builds trust, sparks innovation, and creates clarity. Ignored or mishandled, it damages relationships, lowers morale, and weakens performance.

As a leader, dealing with conflict is not optional — it's essential. Leaders who can map, understand, and manage conflict don't just resolve issues; they transform them into opportunities for stronger teams and better results.



MAPPING YOUR CONFLICT

1. What needs are not being met?

Needs are essentials for you as a person (e.g. freedom, respect, recognition). A need is different from a want: I want a Mercedes, I need a car.

2. What values are being undermined?

Values are your moral compass, like belonging, fairness, or work-life balance. When they are violated, inner conflict often feels the most painful.

MAPPING YOUR CONFLICT

3. What beliefs are you holding?

Beliefs are the ideas you see as “true” — about yourself, the other person, or the situation. They are your truth, not necessarily the truth.

4. What are your triggers?

Triggers are words or actions that spark strong emotional reactions — your “hot buttons.”

REFLECTION & NEXT STEPS

After mapping, pause and ask yourself:

1. What patterns do I notice?

Are the same needs, values, or triggers showing up across different conflicts?

2. What is within my control?

You can't control others, but you can choose your response. How can you bring calm, curiosity, and clarity?

REFLECTION & NEXT STEPS

After mapping, pause and ask yourself:

3. What is one step I can take?

Conflict is resolved through action, not avoidance. What's one tangible step — a conversation, a question, or a boundary?

Tip for Leaders: The more you practise mapping in real time, the more confident you'll become. Over time, this self-awareness will help you model that conflict is not a threat but a pathway to stronger trust and results.

FIRST AID FOR CONFLICT – SNAP



S = Slow down → Step back, as if you're on a balcony observing yourself and the situation.

N = Notice → What's actually happening? Map the conflict.

A = Accept → Acknowledge the situation as it is.

P = Proceed → Focus on what matters most and take one small step toward it.

"Courage is what it takes to stand up and speak; courage is also what it takes to sit down and listen."

— Winston Churchill