



### Competencies that are addressed:

#### PRIMARY COMPETENCY CATEGORIES:

- **Conflict Resolution—**  
Creates harmony in stressful interpersonal situations and brings people together who have been separated by their differences.
- **Communication—**  
Advances the abilities of individuals and the organization through active listening supported with meaningful oral and written presentation of information.
- **External Awareness—**  
Sees things from multiple points of view. Is mindful of how actions impact others. Keeps up to date with issues that affect areas of responsibility.

#### RELATED COMPETENCY CATEGORIES:

- **Interpersonal Skills—**  
Displays a consistent ability to build solid relationships of trust and respect inside and outside of the organization.
- **Attitude—**  
Maintains a friendly, positive, and enthusiastic outlook.
- **Adaptability—**  
Open-minded to new ideas. Demonstrates flexibility when faced with changes in work expectations and environment. Responds to situations while maintaining a positive attitude.

# Disagree Agreeably

## SUMMARY

This module provides insights into your own personality and into how you react when you must deal with differences of opinion surrounding your “hot buttons.” You will learn to control your emotions, give others the benefit of the doubt, and to express your opinions in ways that allow for acceptance, agreeable outcomes, and improved productivity.

## CONTEXT

Disagreements, from time to time, are not only inevitable, but are a natural dynamic that develops between people. Left unresolved, however, these disagreements and conflicts can waste enormous amounts of your time and energy and can affect the bottom line in lost productivity.

Many people actively try to avoid disagreements to maintain a peaceful and cooperative environment. Yet, you can gain so much from people who have different opinions, if you can learn to view these situations as learning opportunities and deal with them in an agreeable and professional way. In fact, research shows that successfully resolving disagreements and issues with work associates or in your personal life ultimately results in greater mutual respect and a more positive relationship.

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### At the completion of this module, participants will be able to:

- Identify personal hot buttons and their role in disagreements
- Apply a formula for contributing ideas and disagreeing in an agreeable way
- Give others the benefit of the doubt and cushion opinions for greater acceptance

*“Try honestly to see things from the other person’s point of view.”*  
—Dale Carnegie