

## Harmony Out of Discord

Harmonious organizations are part of everyone's idea of the perfect workplace. Just treat everyone the way you want to be treated - the Golden Rule. But we inevitably find ourselves in discord: experiencing conflict despite our best intentions. Individuals, teams and organizations that learn how to deal with conflict and find harmony out of discord will be more effective and productive.

### What

Whether we like it or not (and most of the time, we don't), conflict is natural in all human interactions. From a positive perspective, conflict is a primary motivator for change, both in the natural world and in the complex world of human relationships. Conflict is a source of energy, in which all have the potential to learn, grow and cooperate to solve differences.

### Why

Most of us don't naturally know how to focus on conflict in a positive way, so we either avoid it or react confrontationally. Unfortunately, discord almost never turns into harmony on its own. Instead, discord tends to grow when the situation is left unattended. When we focus on what to do with conflict, instead of avoiding it or becoming confrontational, we learn and grow from it. Relationships become stronger and the workplace becomes more effective. Ultimately, productivity is increased because people are spending their energy working on solving problems, not becoming enmeshed in discord

### How

Cornerstone can help you to learn a model for understanding conflict as well as the practical skills for working through conflict. Cornerstone can work with groups who have an existing conflict to move them toward resolution while at the same time to help them learn the process steps.

### Consulting Services that help groups find Harmony Out of Discord

Topic	Snapshot
Harmony out of Discord©	skills to understand and resolve conflict
Conflict Resolution	assisting an intact work group to work through an existing conflict, while learning the process
Myers-Briggs Type Indicator	insights as to how personal preferences and those of others can produce discord or harmony
Assertiveness Skills	the continuum of assertive, aggressive, and passive behavior, and skill development using realistic situations