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BUSINESS ADVANCEMENT INC.®

Pam & Scott Harper's Checklist for:

Encouraging Productive Conflict

Check the statements that apply to your company:

- We encourage "push back" in our company, but insist that arguments be backed up with rationale and evidence as much as possible.
- Our company encourages discussion of conflicting opinions, but insists on productive resolution of differences
- Disagreements in our company do not often include caustic remarks or personal attacks (e.g. "that's stupid!")
- We use diplomacy and encouragement to draw out diverse and dissenting views (e.g. "Is there another way to look at this?")
- We believe that conflict must focus on generating new options, ideas and actions that benefit the business
- Challenging assumptions is a regular part of our strategy planning and review process
- We incorporate rewards for engaging in / encouraging vigorous but -well managed conflict into our performance management process

Interpretation:

- Score 1 for each checked box, and one extra point for checking the bottom box.
- A score of 5 or higher indicates that your company is on track to encouraging productive conflict that to stimulate more robust and profitable ideas and actions