

Agile Cambridge '24

Navigating difference and disagreement

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What we are doing today...

- Introductions
- Reflecting on our own experiences of navigating disagreement
- Reflecting on how our teams handle disagreement
- Develop our ideas about creating healthy dynamics
- Wrap up

Our approach...

- Support you in understanding yourselves and your teams
- Support you in learning from your talented peers
- Model ways of navigating difference within your teams

Shared container

We'd value...

- Self management
- Hands-up
- Curiosity and
non-judgement

We're mindful of..

- Sensitive topics or information
- Jargon/different languages
- Processing styles & speeds

....Anything else?

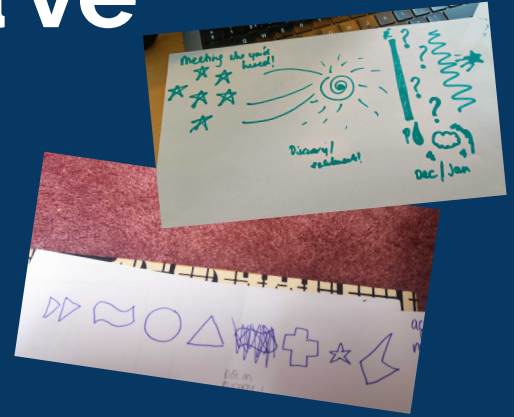
“The discomfort we experience is a sign we are getting close to a subject that matters”

- Darren Chetty

How to disagree: Negotiating difference in a divided world

Activity

Using shapes only, draw an experience of when you've been involved in OR avoided conflict/disagreement



7 mins

Deep Listening

Listen to your partner sharing the meaning of their shapes

Ask open questions

Reflect back your understanding

7 mins

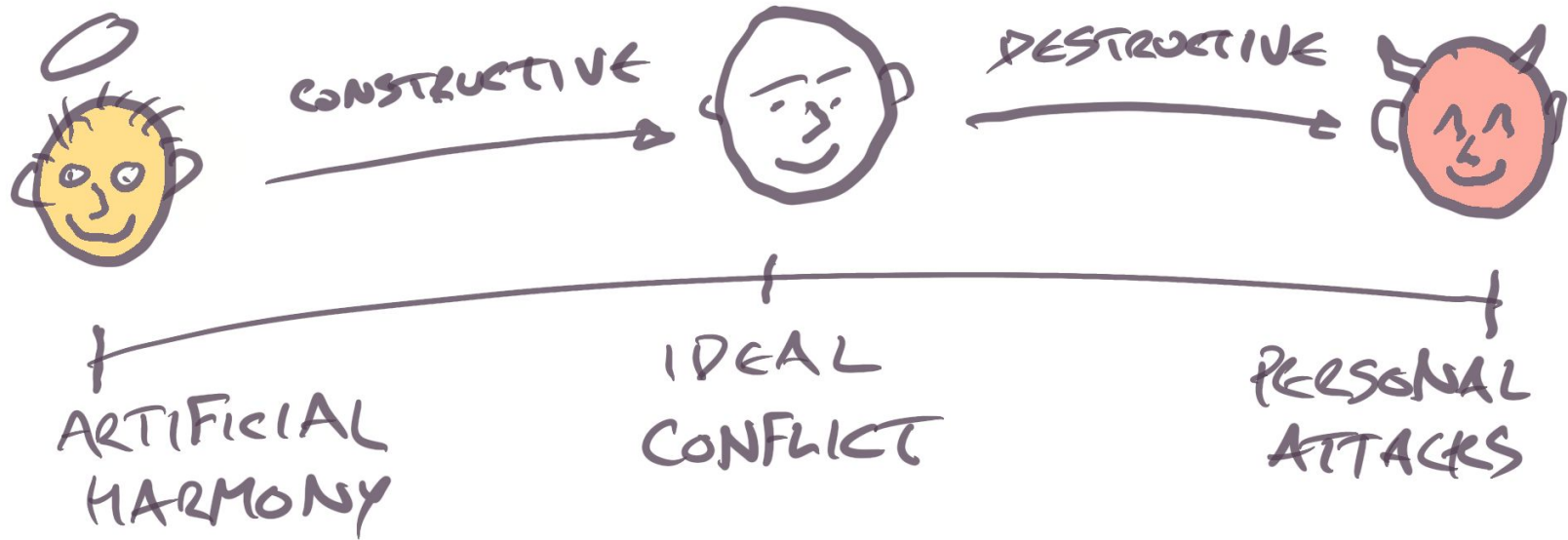


Reflections

- **What did you learn about how you or others navigate difference or disagreement?**
- **In what scenarios might this type of exercise be helpful?**

10 mins

LENCIONI'S CONFLICT CONTINUUM



Activity

**Share where you feel your team
are on Lencioni's Conflict
Continuum**

Swap with your partner

10 mins

Reflections

- **What insights or perspectives did this open up for you about your team?**
- **How might an exercise like this help you when there is conflict in your team?**

5 mins

Advice process

In three's:

1. Person A share a challenge they are currently experience or have recently experienced where difference or disagreement has been present in the team. (1-2 minutes)
2. Person B & C ask clarifying questions if needed (1-2 minutes)
3. Person A turn around or close eyes
4. Person B&C discuss what they would do in this situation and consider it from different angles (5-7 minutes)
5. Person A turn back around and share what they learnt from listening to the others talk (1 minute)
6. Switch roles and repeat...

Reflections

- **How did you find that exercise?**
- **How could you use it to help you unearth differences or navigate disagreements?**

5 mins

Wrap up

- **What are you taking away from this workshop?**

5 mins

Further resources



*Patrick Lencioni's
model from
The Five Dysfunctions
of a Team*

“People often silence themselves... for the sake of protecting a relationship and maintaining connection. But when we avoid certain conversations, and never fully learn how the other person feels about all of the issues, we sometimes end up making assumptions that not only perpetuate but deepen misunderstandings, and that can generate resentment.”

- Brene Brown