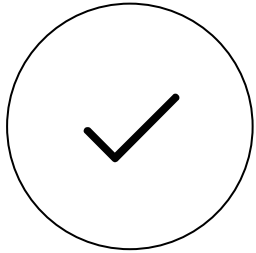


Turning Conflict Into Empathy

Krystal Smith-Moore (she/her)
Software Engineering Manager @Mailchimp

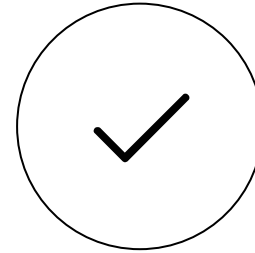


Key Takeaways



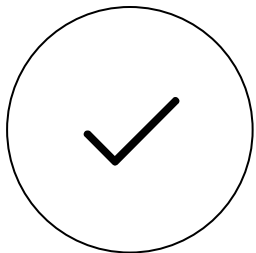
Conflict to empathy

How to turn conflict into opportunities for empathetic behavior



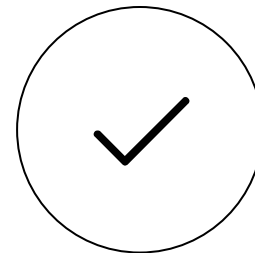
Communication

How to create a safe space for open communication



Trust the process

How to get your team involved in creating a process to prevent conflict from destroying team morale



Experiment

Every team is different! Find ways to experiment with empathy opportunities

SURFACE CONFLICT

Surface conflict is rooted in emotional reaction



DEEP CONFLICT

Deep conflict can generate dramatic tension over time



Meaningful Conversations

1

Build Trust & Empathy

Have conversations that build trust and empathy

2

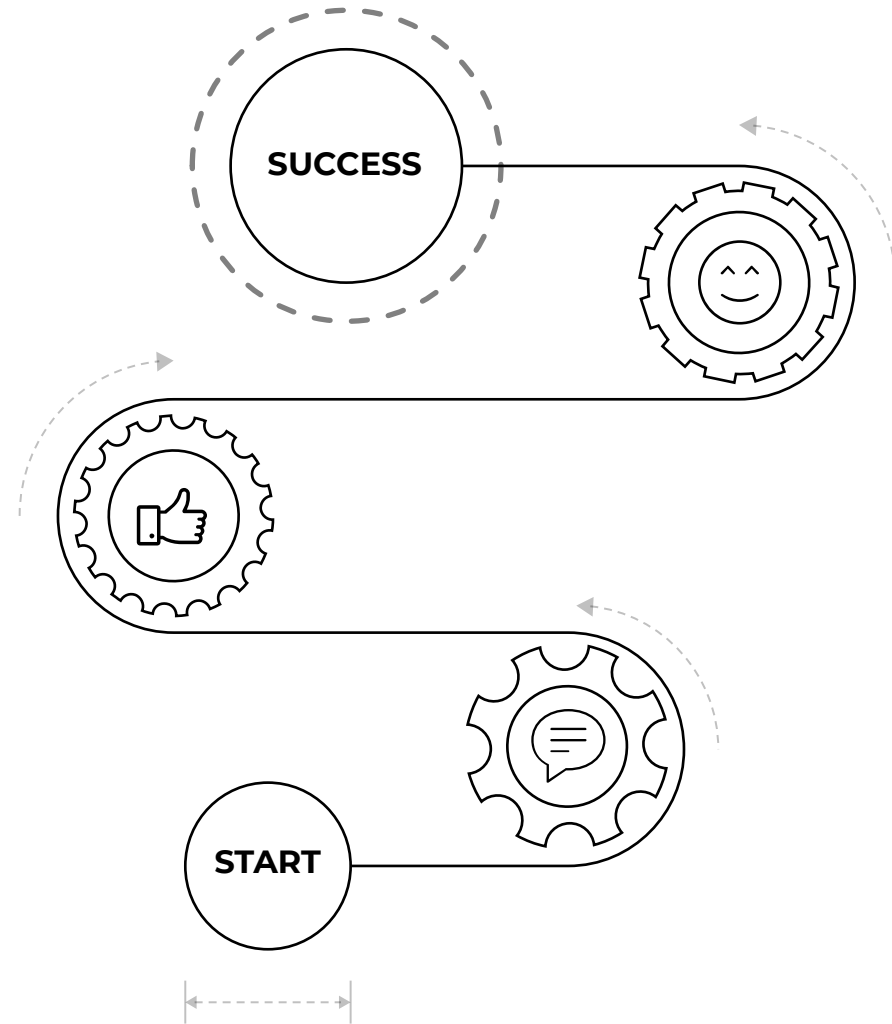
Ask Questions

Ask purposeful questions

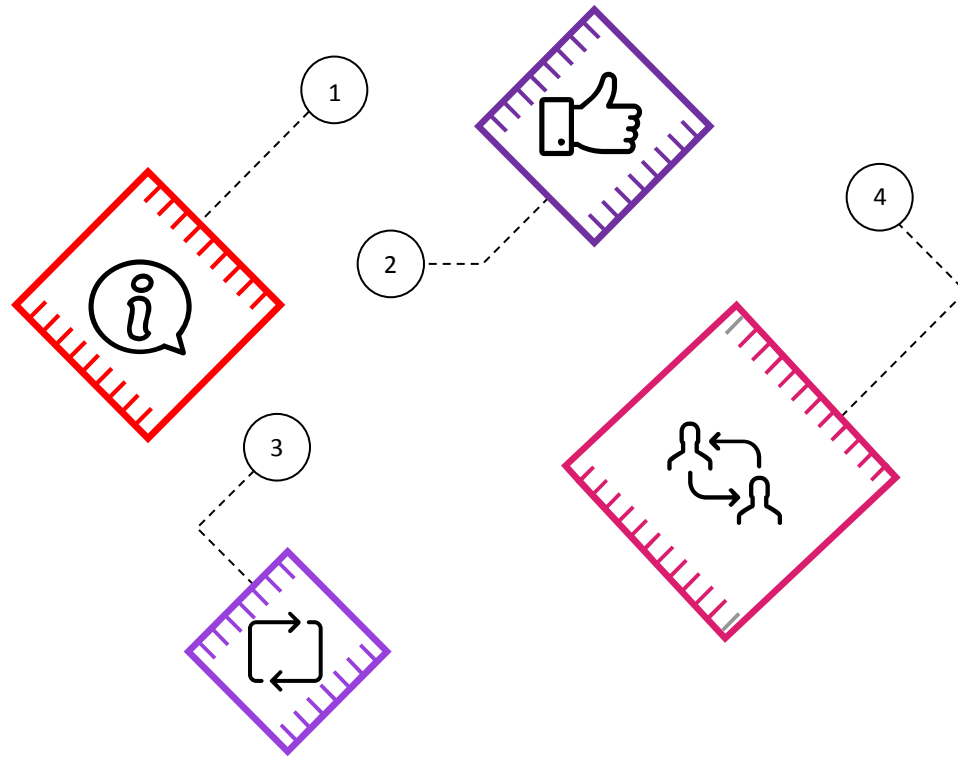
3

Emotional Impact

Empathy can have an emotional impact on your team



Show Support



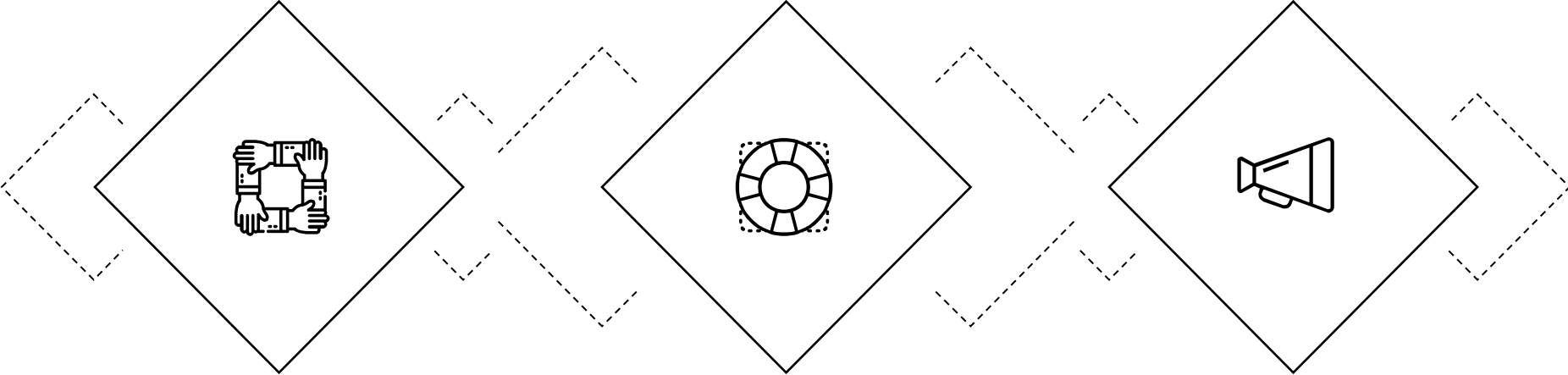
— 1 **Actively listening**

— 2 **Validate what they are feeling**

— 3 **Open door policy**

— 4 **Regular connections**

— **Trust the Process**



Collaboration

Team Health Checks

Feedback

Krystal Smith-Moore

 @ninamorena