



# **Things They Don't Teach You in Design School: Managing Difficult Relationships**

IDS 2023 Panel Discussion With Greg Quinn,  
Isabelle Talbot & Tatiana Soldatova

Thursday, January 19<sup>th</sup> 2023 | 11:00 AM | Seminar Room



# Panel Introductions

Anne Gowan  
Director, Client Engagement  
POI Business Interiors



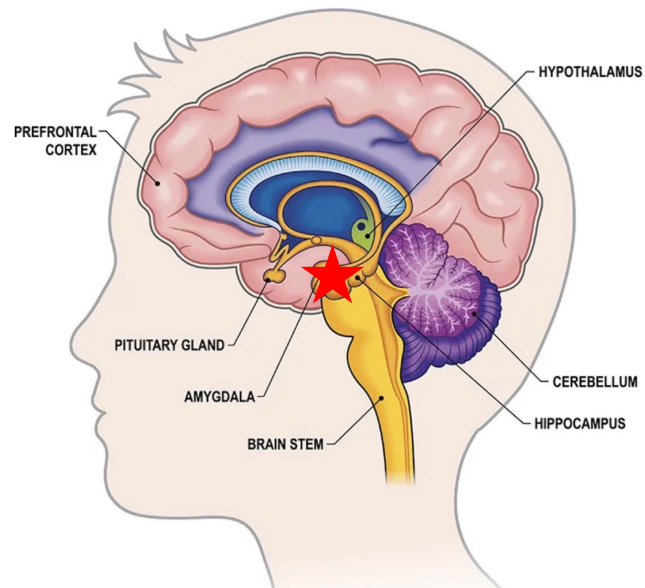
# Panel Moderation

Carrie Burd

Founder & Principal, Carrie Burd Consulting

[www.carrieburdconsulting.com](http://www.carrieburdconsulting.com)

# Amygdala Hijack



Regulates Our  
Emotions &  
Encodes Memories

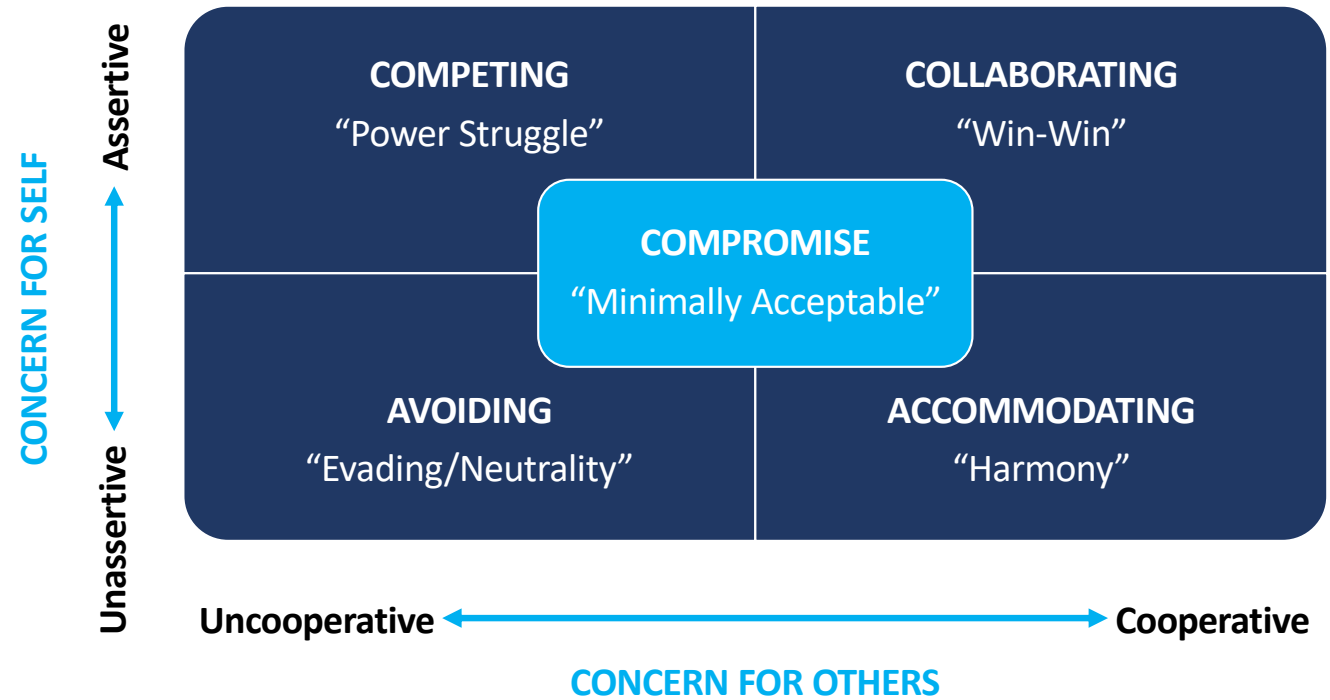
Triggers Our Fight,  
Flight & Freeze  
Responses

# Conflict Management Skills



Source: Daniel Goleman, Psychologist & Author

# Conflict Management Styles



Source: Thomas-Kilmann's Conflict Model Strategic Analysis

# Resource Recommendations

## Research:

[Workplace Conflict Statistics from Niagara Institute](#)

## Self-Assessment:

[Conflict Management Styles Quiz by Niagara Institute](#)

## TEDx Talk (Video):

[The Gift of Conflict](#) by Amy E. Gallo (14:47)

## LinkedIn Live (Recorded) :

[Difficult People, or Difficult Systems: Deconstructing Your Coworkers' Bias](#) with A. Gallo & L. Zheng (1:01:40)

## Article:

[Why We Should Be Disagreeing More at Work](#) by Amy E. Gallo

[5 Most Effective Conflict Management Styles \(+When To Use Each One\)](#) by Mary Clare Novak

## Guide:

[HBR Guide to Dealing with Conflict](#) by Amy E. Gallo (HBR Guides Series, 2017)

## Books:

[Getting Along - How to Work With Anyone \(Even Difficult People\)](#) by Amy E. Gallo (2022)

[Emotional Intelligence - Why It Can Matter More Than IQ](#) by Daniel Goleman (2005)

[Emotional Intelligence 2.0](#) by Travis Bradberry & Jean Greaves (2009)

## Closing Quote

“There is no such thing as a conflict-free work environment. And you shouldn’t want to work in one. Disagreements – when managed well – have lots of positive outcomes, such as better work products, opportunities to learn and grow, better relationships, and a more inclusive work environment.”

- Amy Gallo, HBR Researcher, Author & Speaker -





# Closing Observations

Anne Gowan  
Director, Client Engagement, POI Business Interiors