Communication and Conflict in Family Business:
Getting the most out of your team by getting the most out of your communication

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What are the major barriers to communication in your family?
What type of information would you want to get if you could have better communication?
How would that improve your relationships and your operation?
Why Do You Think Conflict Occurs?
Lifecycle Energy

- Survive (struggle)
- Success
- Significance (giving back)
Three Hats – Roles We Play

Family
Owner
Staff

You need to be mindful and purposeful of what hat you are wearing when you are having discussions with each other.
Does Conflict Have to Be Negative?

• What are the positive aspects of Conflict?
  • Best thinking – new ideas
  • Avoid mistakes!
  • All have a chance to learn and grow
  • Get to know people better
How Can We Reduce the Negative Aspects of Conflict?

• Getting to know each other
• Communicating (even when its tough!)
• Creating clear guidelines for employment and compensation (and sticking to it!)
• Creating an accountability structure
• Designing your succession plan
Let’s Connect!

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