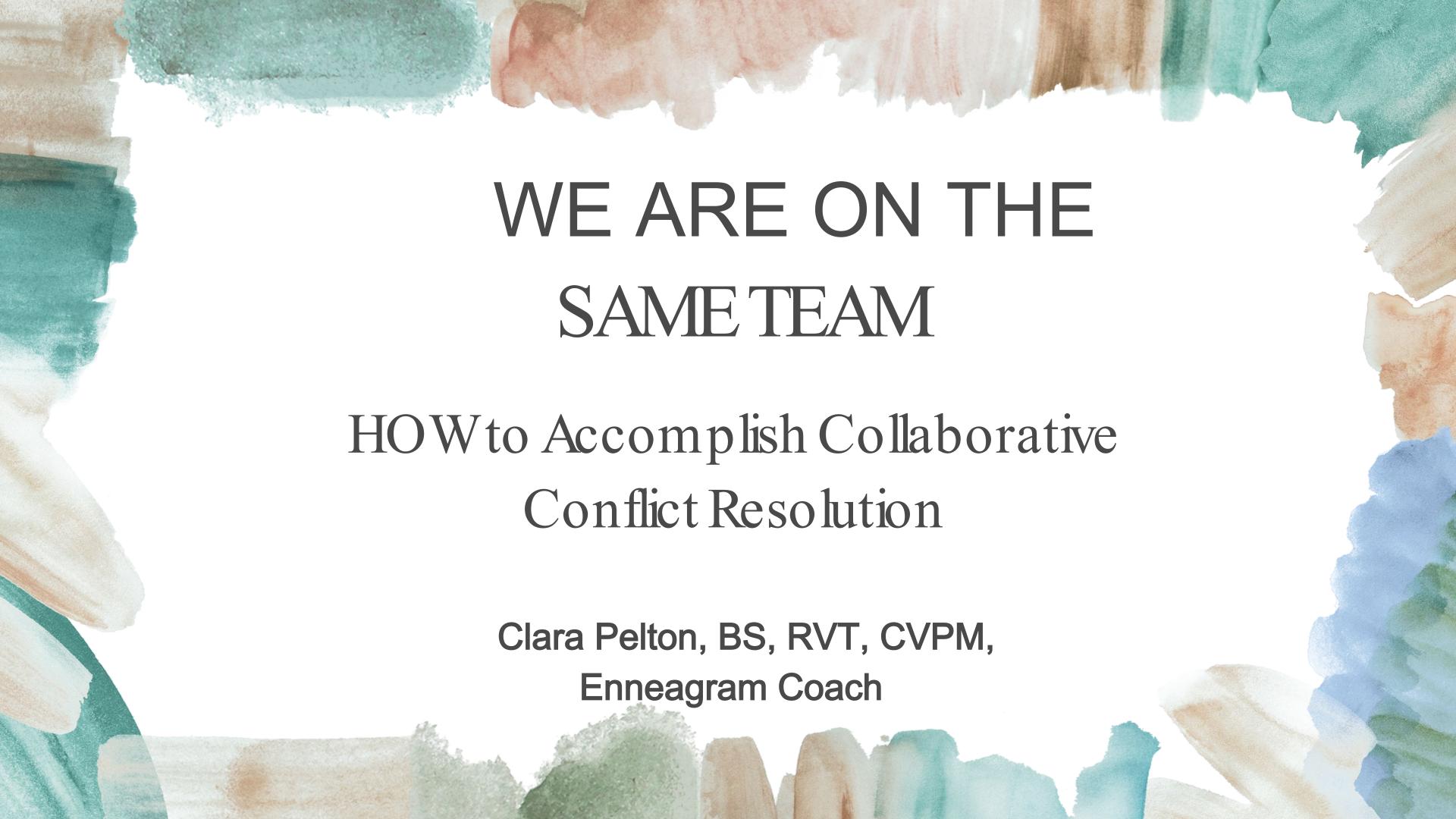


Clara has spent the majority of her career in various leadership roles. She started by presenting training topics at the ER facility she was working at while attending college. After graduation, she was offered a Lead Technician role which involved training and educating the team. Clara learned that she had a desire to inspire and develop the team's technical skills using a hands on approach. Earning her RVT in 20 10 and her CVPM in 20 21, Clara wanted to expand her passion for training to empowering and mentoring leaders. Recently, she has elevated her leadership skills by earning her Enneagram Coach Accreditation. She has created a monthly leadership fundamentals course for her veterinary hospital as part of their vision to empower and cultivate leaders within our industry.



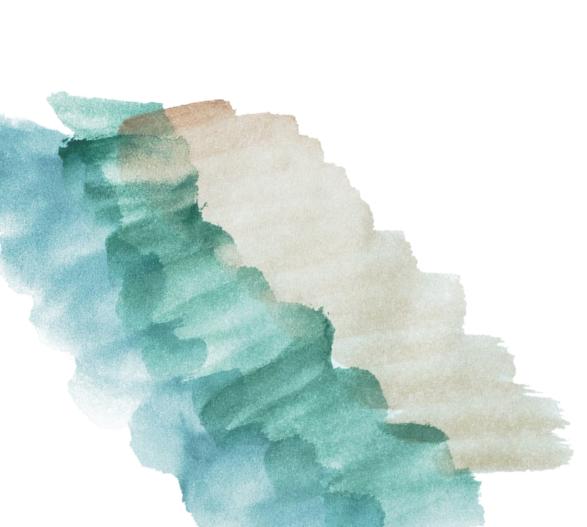
## Why are Conflict Resolution skills an important leadership fundamental?

- Ability to identify the conflict
- Create & maintain healthy relationships
- Avoids escalation
- Improves operations
- Accountability & consequences

- Feedback
- Reduces stress& anxiety
- Higher job satisfaction

#### Golden Rule

Treat others the way you want to be treated.





#### Platinum Rule

Treat others the way THEY want to be treated.

Finding common ground can start a connection

Allows all parties to obtain a satisfactory solution to the conflict

Opportunity to create multiple options for a solution

# Why is collaboration important during conflict resolution?

What is the ultimate goal?

#### How to approach conflict resolution

Stay calm & control your emotions

Be proactive in resolving the conflict

Timely but consider time & place

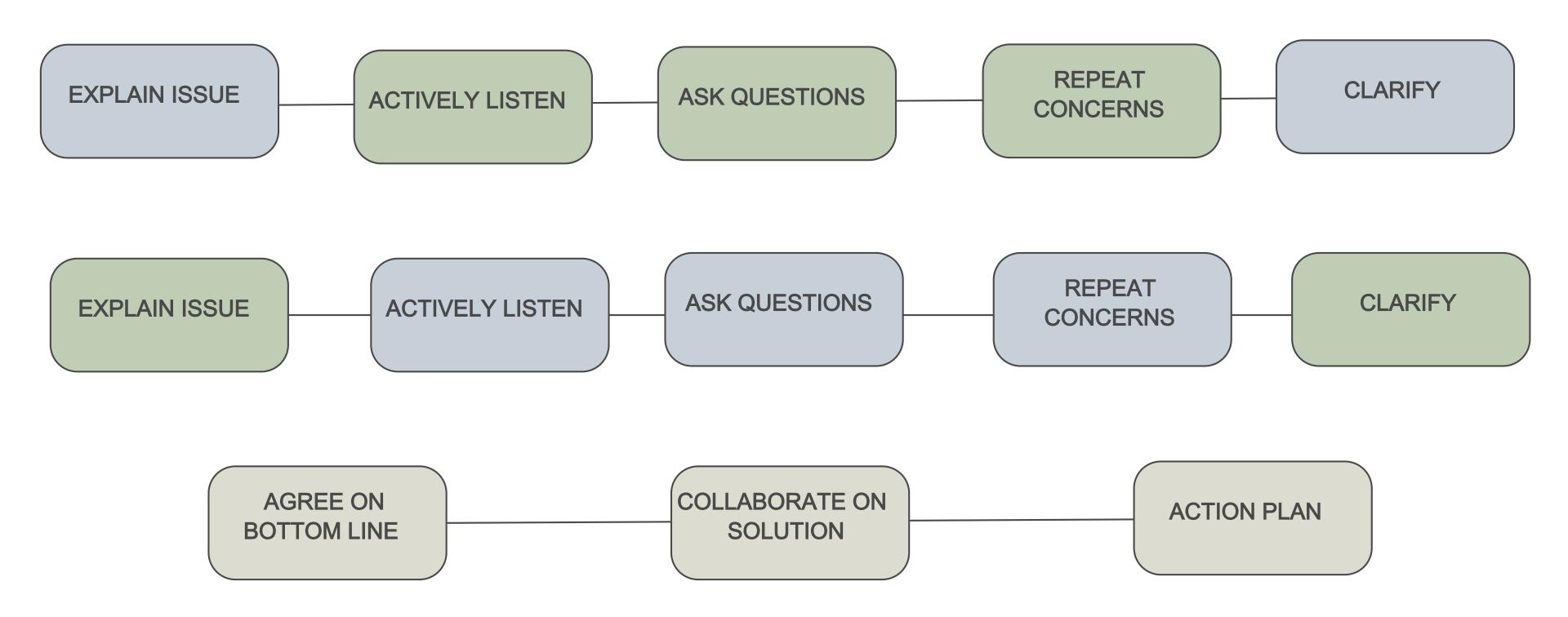
ACTIVELY listen

Clarify the conflict

Apologize

CONFLICT

#### Resolution Engagement Approach



During conflict resolution, how can leaders, engage both parties to collaborate on a solution?

Clarify the conflict and agree on a solution

Apologize, learn & grow

Pause & reflect

#### Troubleshooting the what if...

What if the other person is not open minded?

What if the interaction escalates?

What if they quit?

### Building a Bridge

The goal is to acknowledge and validate each person's thoughts and feelings.

"I appreciate you bringing this to my attention."

"Can we start by
agreeing that we
are all here to help
people and pets?"

"I can see you're
frustrated. Please
tell me more about
what is upsetting
you?"

"Thank you for taking the time to meet with me."

"I hear your concerns. How can I help?"

#### Building relationships through empathy

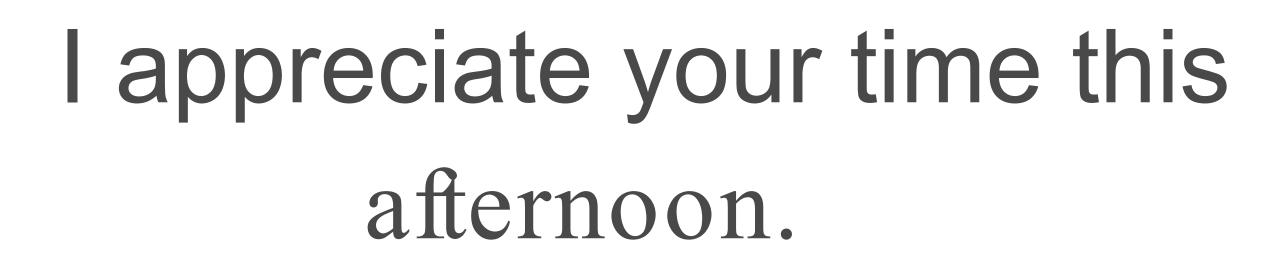
Leaders who have healthy & strong connections are more likely to resolve conflict.

- Relationships first, operations second
  - Trust, respect and integrity
  - Others oriented leadership
    - Candid with care

# Conflict Resolution Surface Solution

- Understanding the conflict
- Engagement with an open mind
- Collaboration on a solution
- Growth mindset

- Approach
- Actively listen
- Follow-up
- Appreciation



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