

Rising Above Conflict

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Agenda




In this session, we'll go over how to navigate and rise above both personal and professional conflict by exploring personality traits, triggers, and communication styles. We'll discuss the need for productive tensions in order to achieve change, along with how to navigate them through teamwork, trust, and crucial conversations.

Behavioral Change Strategies

- Changing yourself is hard enough- influencing change in others takes perseverance

To achieve a goal you have never achieved before, you must start doing things you have never done before” -Jim Stuart

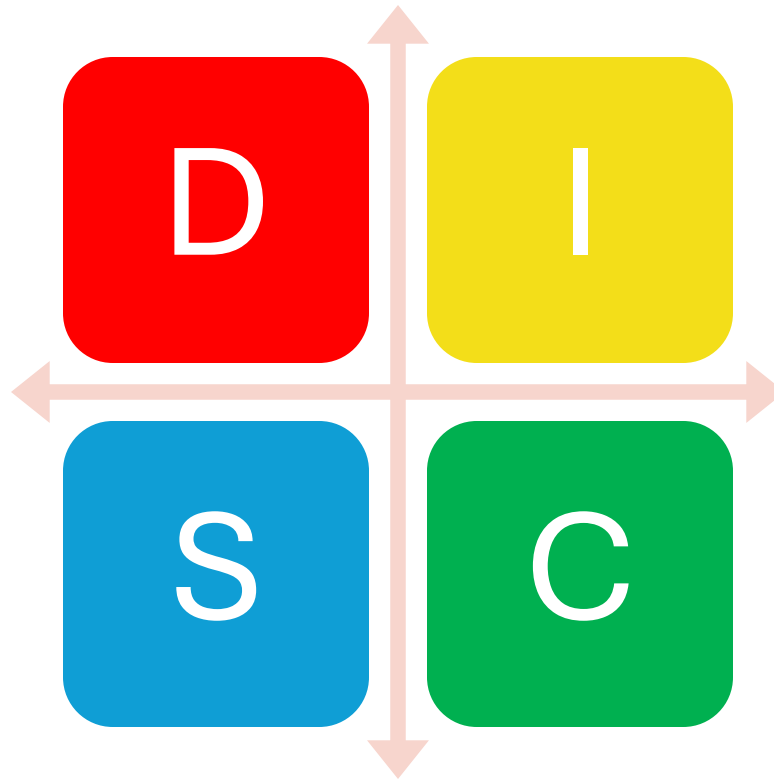


Why is Conflict Resolution so Important?

- Provides resolution strategies
- Contributes to a positive environment
- Better able to retain engagement

The single biggest issue with
communication is the illusion
it has taken place- George
Bernard Shaw

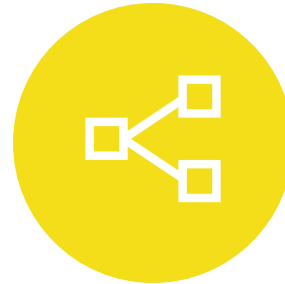
Four Main Personality Styles



Personalization's



Fear of being taken
advantage of



Fear of rejection



Loss of security



Fear of conflict

We are at war

Fight or Flight
vs
Listen and
Speak



Under Pressure

- We have constant needs
- Short timelines



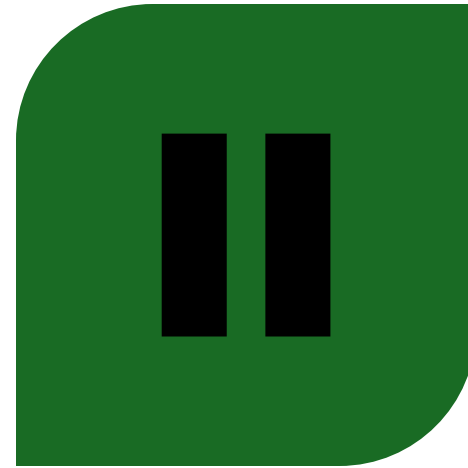
Stumped

What do I do?

Adapt



SILENCE FAILS – PUT IT
OUT IN THE OPEN



PAUSE- GET YOUR
WORDS RIGHT

Why People Leave

- Dissatisfied with treatment (or perception of treatment)
- Lack of communication
- Leader and team attitude
- Feel that they have been wronged
- Unrealistic expectations
- Anger over situation



Defensive Behaviors That Disrupt



Fear of being ignored, abandoned or powerless



Fear of being rejected, disliked or embarrassed



Examples of complaints

She didn't get back to me

I heard them mocking other employees

Didn't feel like he listened to me

He was short/abrupt

How Do You Resolve Conflicts

Types of Workplace Conflicts

Task-Based Conflicts

Personality Conflicts

Leadership Conflicts

Work Style Conflicts

Creative Conflicts

Steps to Resolve



Seek to
Understand the
Problem..



Assess the
Situation



One-on-one
conversations



Establish a
Common Goal

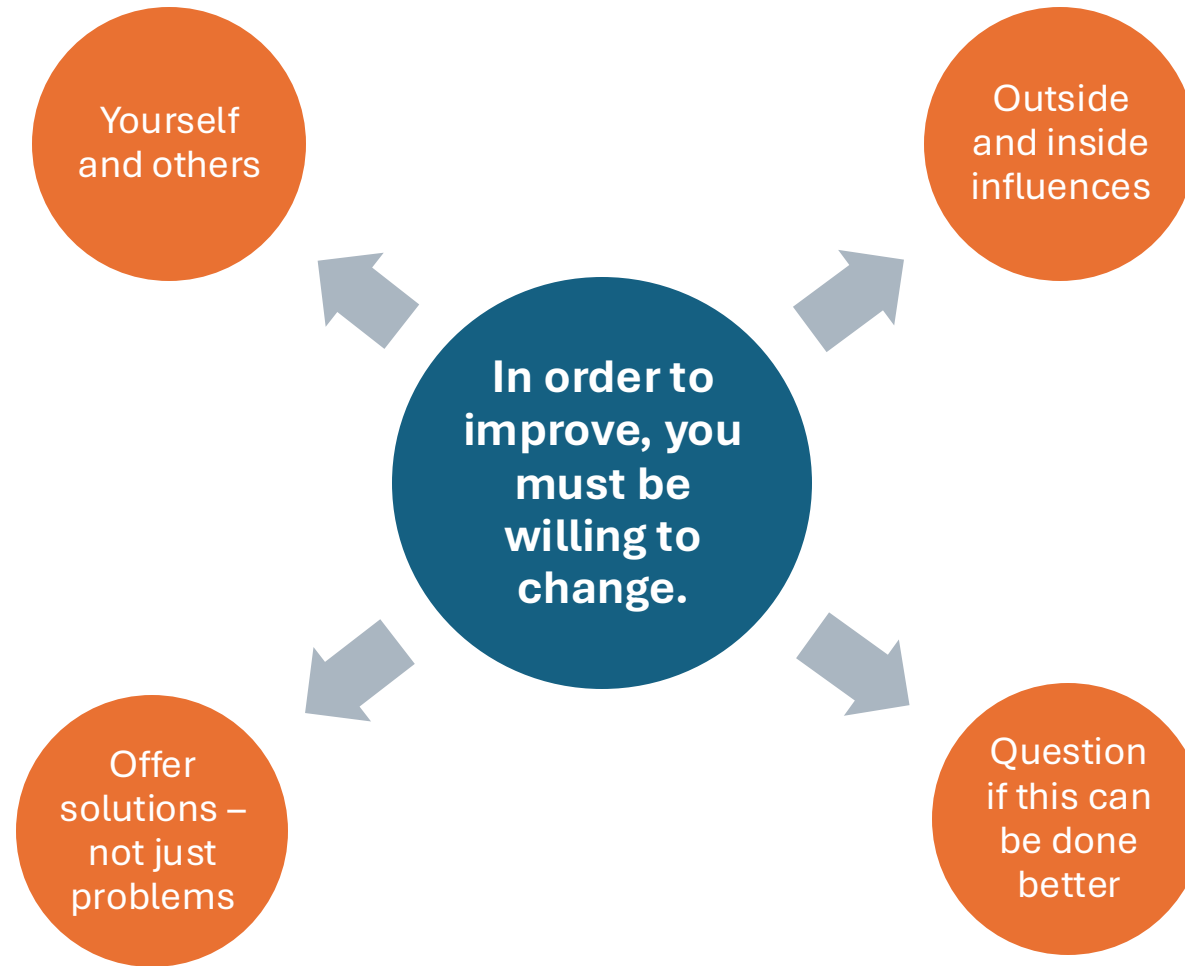


Create Solutions.

Behavior Principles

- Straight talking
- Respect- Demonstrate it
- Create transparency
- Right wrongs
- Show loyalty
- Deliver Results
- Get better

Creating Productive Tension- Solving Conflict



Teamwork

- Five Dysfunctions
 - Absence of trust
 - Fear of conflict
 - Lack of commitment
 - Avoidance of accountability
 - Inattention to results

Source: 5 Dysfunctions of Teams

Conclusion

- Practice the pause
- Take emotion out- what's the root issue
- Self reflect

Thank You!

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