

I've Been Confronted! Now What?

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Off-Guard!



Who?

- The nature of the relationship determines the nature of the confrontation.



Relationship #1. Confronter is ABOVE you.



Do you have ANY power at all?

- How much leverage do I have in this situation?



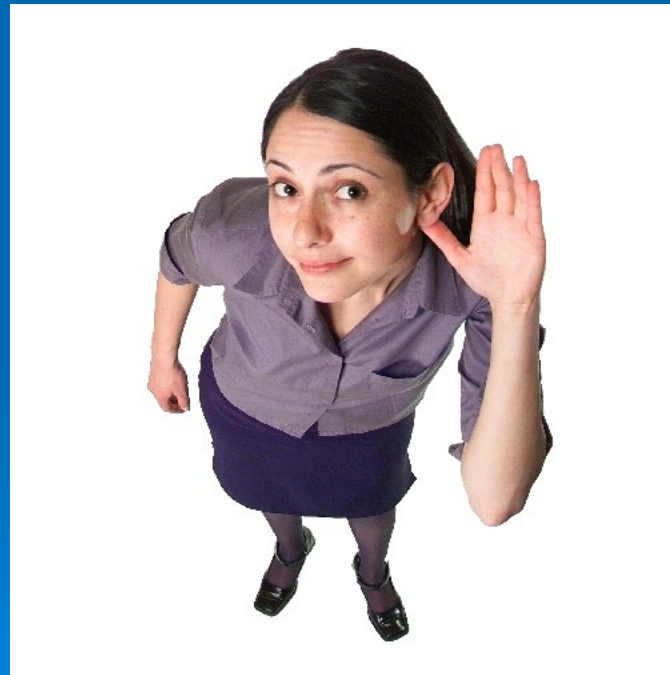
Is it a WASH?

- How far off the track have things gotten?
- How much do you want this—position, relationship, arrangement?
- How much are you willing to put into it?



Do the Senge Dance

- Listen humbly to the other's point of view
- Consider the possibility that they might be right.



Ultimately, there are only 3 options:

- Change their PERCEPTION of you.
- Change yourself. WORK HARD.
- Move on with your life.



Relationship #2. Person is ON YOUR LEVEL



WHY?



What do you have to gain/lose?



What NOT to do

DON'T, DON'T....

- Use Logic
(Get OUT of Left Brain!)
- Focus on Your stuff
(Get OUT of your OWN head!)
- Try to FIX the emotion
(Get out of therapist mode)

DO:

- Acknowledge the emotion.
- Do the Senge dance.
- Find something you can agree on.
- If there is a piece that is important to you, slip it in here (in a non-threatening manner).
- Come to a comfortable resolution.
- Apologize again for annoyance.
- Summarize the commitment you are making.