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Council Meeting Gone Bad

Video

Communicating effectively is a learned skill.
The inability to communicate effectively can be a major roadblock to personal and professional success

- **Use 'I' Statements**-avoid statements that blame, "you"
- **Project Your Voice**-don't whisper or yell
- **Focus on Possibilities**- don't get bogged down with excuses or what if's
- **Be Specific and Descriptive**-give examples and visual aids
- **Be Genuine**- express real feelings and opinions
- **Respect Other's Ideas**-don't assume your the expert
- **Be Attentive to Audience**- Check out cues, ask questions
- **Listen**-don't compete in the conversation, go in with intention to hear

Conflict

When Conflicts Happen

- Over a difference in opinions, facts, perceptions or values.
- When two or people try to work together.
- When people are not listening.
- When people are not feeling heard.
- When people are not sharing the same information.

Conflict

Symptoms of Conflict

- Intense comments are made, sarcasm, gets personal.
- People get impatient, advice giving, blame.
- Ideas are attacked before people are finished talking.
- Repetition of opinions, taking sides
- Lots of talking but little movement towards resolve.

Conflict

Write two words that describe
how you respond in a conflict
situation.....

Natural Responses

Natural Human Responses to Threats

- Fight
- Flight
- Freeze



Dealing with Conflict



- Collaborating
- Compromising
- Competing
- Accommodating

Dealing with Conflict

Collaborating

- When both concerns are vital to decision.
- When you want to learn.
- To merge Insights from diverse perspectives.
- When you need commitment to a decision.
- To work through problems in a relationship.
- To gain trust.

Dealing with Conflict

How to Use Collaborating

- Use “we” language.
- Recognize differences between concerns and positions.
- Create common goals, clarify concerns.
- Balance power structure.
- Seek consensus.
- Stay flexible.

Dealing with Conflict

Compromising

- For a temporary solution to a small problem.
- When you need a decision under time pressure.
- When more assertive modes would harm relationship.
- When competing and collaborating has failed.

Dealing with Conflict

How to Use Compromising

- Take stock of your situation.
- Try not to compromise on vital issues.
- Insist on fairness, must have equal power.
- Make concessions as long as they are reciprocated.
- Determine facts objectively as possible.

Dealing with Conflict

Competing

- When you know you are right.
- When unpopular actions need to be taken.
- Quick, decisive action is required.
- Your under attack.
- When consensus fails.
- When others cannot make decision.

Dealing with Conflict

How to Use Competing

- Lay ground work.
- Explain your motives.
- Be specific and credible.
- Be respectful.
- Stick to issue, do not make it personal.
- Appeal to shared concerns.

Dealing with Conflict

Accommodating

- When you are overruled, outvoted, outmatched.
- When you have been persuaded.
- When other's know more and there are time constraints.
- Doing favours.
- Boosting confidence, mentoring.
- To clean up hard feelings.

Dealing with Conflict

How to Use Accommodating

- Don't be a sore loser.
- Use as opportunity to plant seeds.
- Explain your motives.
- Accept anger (not abuse!).
- Active Listening.
- Explain but don't defend.

