

Welcome

2019 OFFICE OF FAMILY ASSISTANCE
TRIBAL TANF AND NEW NATIONAL SUMMIT

Using Conflict To Enhance Rapport
& Strengthen Client Outcomes



NAVIGATION-POINT.com

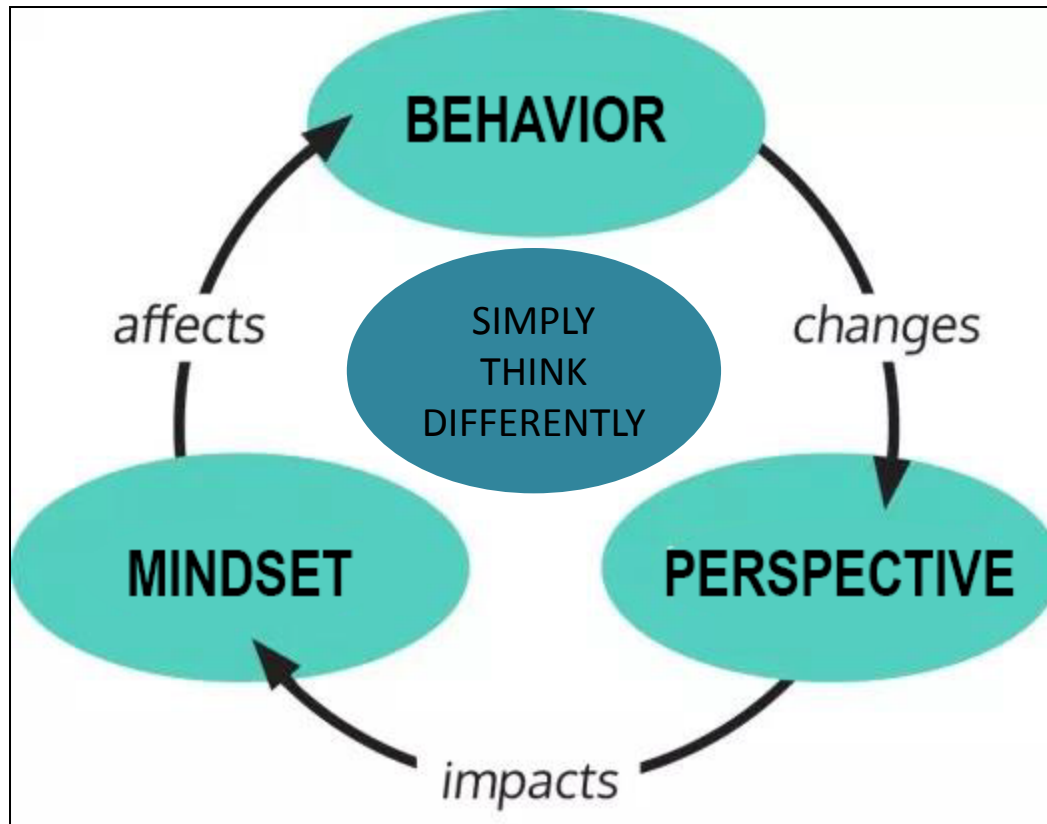
***Professional & Management
Development Training***



Patti Mitchell
Owner & CEO



Want "CHANGE" ???



attract

or

attack

gratitude
patient
energetic
optimistic
responsible

jealousy
selfish
irresponsible
anger
greed



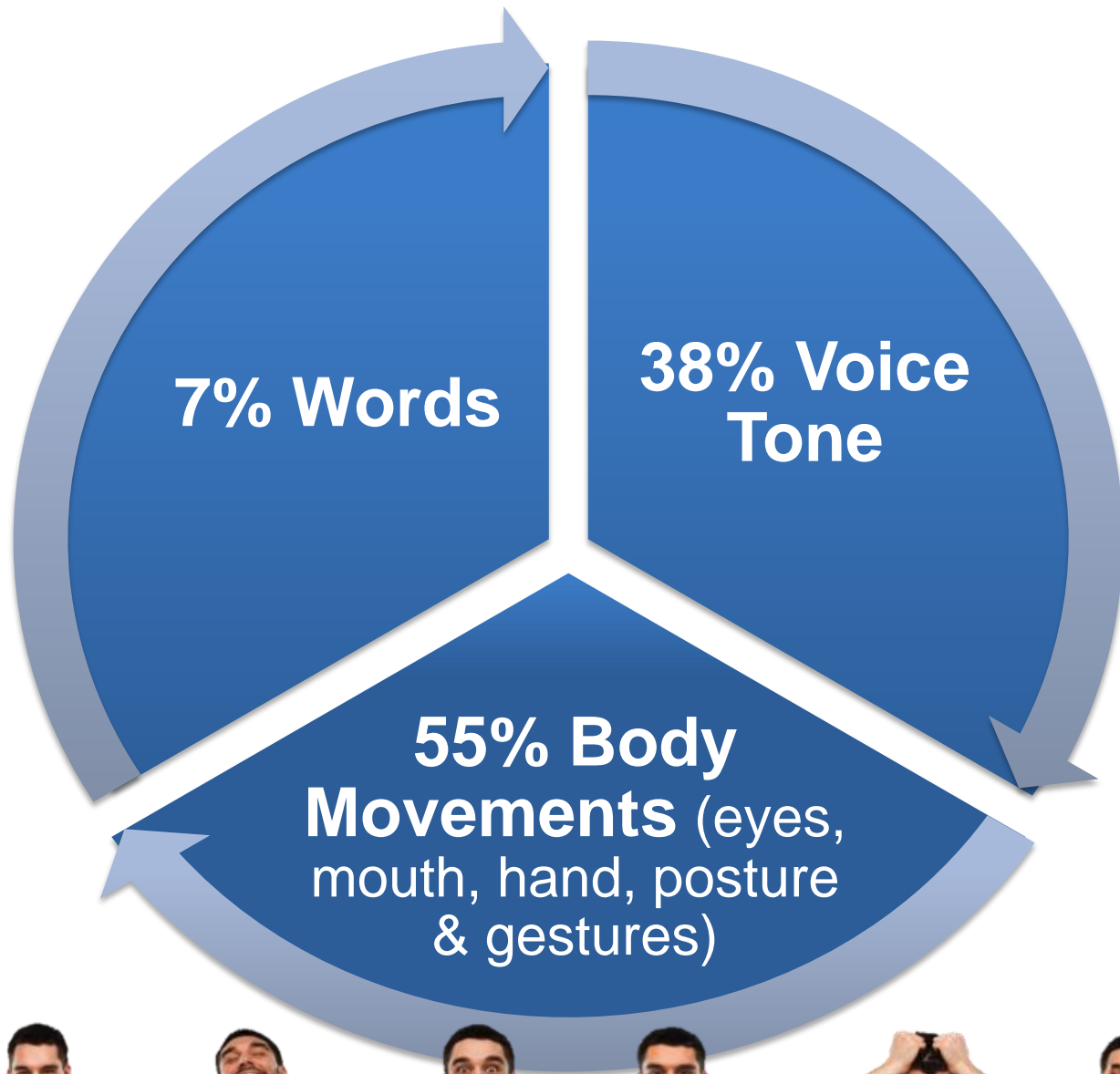
COMMUNICATION

A hand is holding a bright yellow speech bubble. The bubble has a white tail pointing downwards and to the left. The text inside is in a bold, dark green font.

**It's not just
what you
say...**

A hand is holding a white speech bubble. The bubble has a white tail pointing downwards and to the left. The text inside is in a bold, dark green font.

**It's how
you say it**



Conflict



Collaboration



Value

A high-contrast, black and white image. In the foreground, the silhouette of a person is shown from the back, wearing a cap and a jacket. They are looking towards a large, glowing sphere that dominates the center of the frame. Inside the sphere, the text "WIIFM" is written in a simple, sans-serif font. The background is solid black, making the glowing sphere and the silhouette stand out.

WIIFM



Value

1. _____
2. _____
3. _____
4. _____

Perspective

Attitude
Personality
Intelligence

Purpose

the reason for doing or wanting something

Objective

the action that will get the desired result

Expectations

the belief & anticipation of future or ending

Opportunity

*a situation or condition favorable for attaining something better
or more*

Transparency

builds trust
inspires collaboration

Identifying everyone's objective & goals before digging into the details will ensure everyone is committed to success & aligned with a common purpose





you only hear 7% of
what I am saying



maybe... it's
your body
language...

dreamstime.

most people don't listen
with the intent to understand
they listen with the intent to reply



Passive Listening

Active Listening

He waits till Jack's eyes look at his eyes



Active Listening & intelligent thoughtful responses

Paraphrase

“So what you’re saying is, your current needs are ...”

Ask open-ended questions

“You’re right. What changes would you want to make ...?”

Ask specific probing questions

“Tell me more about your ...?”

Use short verbal affirmations

“I understand.” “I see.” “Yes, that makes sense.” “I agree.”

Display empathy

“What would help you? Let’s figure out some new ways ...”

Share similar experiences

“I had a tough time also. What made it easier for you?”

Recall previously shared information

“Last week you mentioned ..., and I think ... It’s great point!”



Conflict & Dealing with a Bad Attitude...

Co-existing with
someone's bad
habits is
tolerable
if you
communicate
the expectations



set the Boundaries & Guidelines
for what is & what is not acceptable behavior

The answer is not to coach attitude at all

attitude = represents how a person thinks or feels about someone or something

Coach the Actual Behavior

behavior = represents an individual's reaction to a particular action, person or environment

When you address it...

it's not an
attitude problem



it's a



behavioral issue

BEST PRACTICES:

Follow ethics & code-of-conduct standards for acceptable behaviors with:

Employees
Coworkers
Management

applies to all



Customers
Vendors/Suppliers
Community

- The standards apply to all interactions:
 - ! in person
 - ! in writing
 - ! in body language
 - ! on all technology

Behavioral Standard Holds Everyone Accountable

So inform & explain...

- ✓ why they are in place
- ✓ how it keeps everyone safe & positively engaged
- ✓ what is expected of every relationship
- ✓ the rewards of meeting or exceeding
- ✓ the consequences when standards are violated

Taking Immediate Action: when lines have been crossed



BAD BEHAVIOR LINE



follow & again explain your company's behavioral standards policy

**certain behaviors are not appropriate
& will not be tolerated with your company**



Doing this simple action step:

**holds each person accountable
for their own actions & behaviors**



Fact:

when you actively coach people through "changes" & when they are held accountable for their "reactions"

their behavior changes



& "it" amazingly improves their attitude



Rules to Follow...

... don't coach a bad attitude



**BEHAVIORAL
STANDARDS CODE-OF-
CONDUCT POLICY**

- Supports Company Culture
- Informs Everyone of Behavioral Expectations
- **Holds Everyone Accountable**
- ✓ Improves Attitudes
- ✓ Encourages Collaboration
- ✓ Increases Relationship Value
- ✓ Maintains Balance



communication
(+) emotional intelligence
& (+) crucial conversations





Communication is a 2-way exchange of opinions, news & information by writing, speech or gestures including body language & emotional reactions





Emotional Intelligence is the ability, capacity, or skill to perceive, assess, & manage the emotions of oneself, of others, & of groups



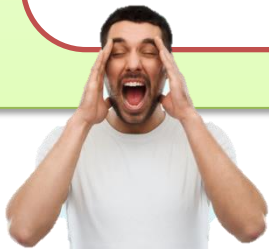


Crucial Conversations
needs to occur when
Communications & Emotions
collide or subside



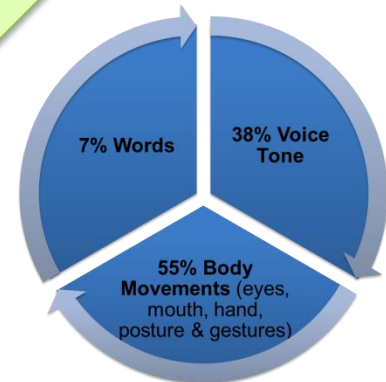


Retrace everyone's steps
in the path from feelings
to action





see it & hear it



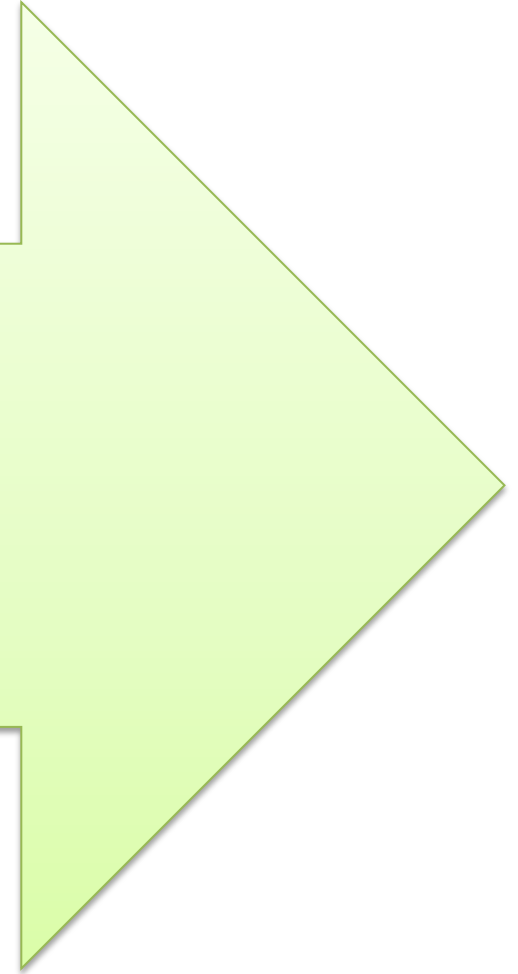


Stop the blame game
Use active listening skills
Attract not Attack





it's the ability to pull
yourself out of the
Emotional content of a
situation or discussion





be open to compromise &
focus on the process that leads
to the solution



WIN
WIN

THANK YOU

Patti@Navigation-Point.com

918-316-6326



NAVIGATION-POINT.com

...because know where you are is just as important
as to where it is you are going...