Conflict Transformations in Business

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Overview

Leadership Style
Relationships
Basic human needs that drive people to action
Conflicts, What they are and how to defuse them
Communication Styles
Application of communication
Conclusion/more questions
Your Participation will help

Gotowebinar
Polling - We will ask you to give us feedback.
Text-Based Chat – If you have an example or question type it in and we will try to get to it.
Facebook – During and after at
http://www.facebook.com/EducatedTouchClasses
There are six basic styles of leadership.

What are you and why?

How you can modify?

Will it help?

How can you help your boss change?
Leadership styles

What they would say,
“Do what I tell you”

What this style is good for:
Crisis management or problem employees
Leadership styles

Overall impact on environment: Negative
Leadership styles

- Commanding
- Visionary
- Affiliative
- Democratic
- Pacesetting
- Coaching

What they would say,
“Come with me”

What this style is good for:
New Vision, Focusing directions
Leadership styles

Overall impact on environment:

REALLY POSITIVE
Leadership styles

- Commanding
- Visionary
- Affiliative
- Democratic
- Pacesetting
- Coaching

What they would say, “People come first”

What this style is good for: Healing feelings, motivation
Leadership styles

Overall impact on environment: POSITIVE
Leadership styles

- Commanding
- Visionary
- Affiliative
- Democratic
- Pacesetting
- Coaching

What they would say,
“What do you think?”

What this style is good for:
Build support and gather input
Leadership styles

Overall impact on environment:

POSITIVE
Leadership styles

- **Commanding**
  - What they would say, “Do as I do, now”
- **Visionary**
- **Affiliative**
- **Democratic**
- **Pacesetting**
  - What this style is good for: Meet short term goals
- **Coaching**
Leadership styles

Overall impact on environment:
NEGATIVE
Leadership styles

What they would say,
“Try this”

What this style is good for:
Improve performance and development
Leadership styles

Overall impact on environment: POSITIVE
Leadership styles

Different settings, different styles

Commanding
Visionary
Affiliative
Democratic
Pacesetting
Coaching
Leadership styles

Different settings, different styles

Commanding
Visionary
Affiliative
Democratic
Pacesetting
Coaching
Leadership styles

Different settings, different styles

- Commanding
- Visionary
- Affiliative
- Democratic
- Pacesetting
- Coaching
Leadership styles

Mixing of styles

Coach Bobby Knight #1 of The 20 Angriest Coaches in Sports
Leadership styles

Commanding
Visionary
Affiliative
Democratic
Pacesetting
Coaching

Question? In the text based chat

What Leadership styles are you having problems with in your office?
Relationships

How to help people work together.

Can Do

Will Do

Team Fit
Relationships

Can Do

Can they do the Job, Be your Partner, or work with you?

Skills/ education/ capabilities and limitations
The answer depends on if the position meets personal goals/needs.
Can this group work together? If we can match the team’s goals.
Do we work with the person or cut our losses?
Poll Question 1
Dr. Jones is wanting all the LMTs in the office to attend a training to become Chiropractic assistants. Jessica does not want to attend because the class is on Sunday and she has personal obligations on Sundays. Where in the triangle does this fit?
A. Can Do
B. Will Do
C. Team Fit

Answer- We do not know!
The best answer to relationship issues……Ask intelligent and open ended questions.
Why People “ACT OUT?”

Bart's most prominent character traits are his mischievousness, rebelliousness and disrespect for authority.

From http://en.wikipedia.org
1. **Certainty or Stability**: Knowledge that you are sure that things will always be consistent or the same, no variety or change. People who put this need as a priority are in constant need of reassurance of the stability of their position.
2. **Uncertainty or Variety**: The moment or element of surprise, the challenge and excitement of something new. People who put this need in high priority are often whimsical or “turn on a dime” kind of people, they bore easily.
3. **Significance**: The sense that we are unique and stand out or that our lives or existence has a special purpose or meaning. People who place this need in high priority often choose destructive vehicles like making ourselves unique by manufacturing a belief that we are better than someone or even everyone else.
4. **Love and Connection**: Love is in our DNA, human contact is as vital to our life force as breathing, after all this is why most of us have chosen the massage industry. People who put this need in high priority often suffer from the “Disease to Please.”
5. **Growth**: Much like a tree, if we stop growing we die, only most of us only die emotionally and spiritually as our body physically survives. Mental, emotional, spiritual and physical growth are (especially for us as therapists) is a key need that if not nourished will lead to burn out and possibly injury to you, the company and the clients.
6. **Contribution:** Giving beyond ourselves to serve a greater good. Knowing that what we do is a very contributing act in itself is not enough to fulfill this need, we get paid for what we do. Giving beyond reimbursement is a need that longs to be fulfilled, but can have terrible effects if a negative or ego driven response is in its place, like, “Why should I do that, what have they done for me?” On the other hand, people who put this need in high priority will often be taken advantage of and burn out quickly.
Poll Question

Tammy and Adam are angry at each other because Tammy told Adam he needs to put more effort into building his practice. Adam thinks he is, and that Tammy just needs to butt out of his business. What need is Tammy trying to fulfill?

A. Stability
B. Variety
C. Significance
D. Connection

Answer - We do not know!
Human Needs (text box discussion)

- Have you had an emotional reaction that you can connect to an unfulfilled human need?
- When you asked your boss a simple question and were snapped a response, how do you feel?

**Food for thought**

- In what ways are/aren't your basic human needs being met at work?
Conflict - What is it?

Clinical Approach - Mental struggle resulting from incompatible or opposing needs, drives, wishes, or external or internal demands. http://www.merriam-webster.com/medical/conflict

Scientific Approach – A energy (Forces) created by the repulsion of two different objects.

Personal Approach – Why I Don’t like that CREEPY GUY.

Burns' trademark expression is the word "Excellent", muttered slowly in a low, sinister voice while tenting his fingertips. http://en.wikipedia.org
Conflict - Where does it come from?

LIFE

RELATIONSHIPS

NATURE

Growth

Conflict - How do I avoid it?

Cover your EYES

Have no opinion

Hide

Die
Conflict - How do I recognize it?

It takes two to tango.
Why are they fighting/fighting back?
Who offended who, then got offended back?
Why are we invested?

Basic Human needs!
Conflict - How do I transform it?

- Stability
- Variety
- Significance
- Connection
- Growth
- Contribution

Think about what need you offended, then apologize.

Think about what need they offended, then ask for clarification.

If your needs are not getting met, find other ways to meet your needs.

If that does not work, thank them and find a new fit.
What if your office was set up and you felt like you were in the perfect place? You were learning new things, you felt connected with your clients, your voice was heard, new things were being presented and you felt grounded in your practice. Then…….
Conflict – text box discussion

What if your office was set up and you felt like you were in the perfect place? You were learning new things, you felt connected with your clients, your voice was heard, new things were being presented and you felt grounded in your practice. Then…… the owner implements a massage chair into the waiting room. How do you feel?
People will stack their needs differently but they are all still important. Some are more crucial than others for people.
Communication styles: Aggressive

Will often
- criticize, blame, or attack others
- be very impulsive
- have low frustration tolerance
- speak in a demanding voice
- act threateningly and rudely

Will Say
- “I’ll get my way no matter what.”
- “You’re not worth anything.”
- “It’s all your fault.”
- “You owe me.”
Incorporation of communication tactics

Aggressive
Be supportive, reflective, and patient.
Do not let them get emotional, or the lesson is over.
Ask them to look at it from the other person’s perspective.
“What if someone were talking to you that way?”
Do not let them get under your skin (or they win).
Communication styles: Passive

Will often
- fail to assert for themselves
- fail to express their opinions
- tend to speak apologetically
- exhibit poor eye contact

Will Say
- “I’m unable to stand up for my rights.”
- “I don’t know what my rights are.”
- “I get stepped on by everyone.”
- “People never consider my feelings.”
Incorporation of communication tactics

Passive
Be supportive, inviting, and patient.
Start with small questions.
Do not make them feel overwhelmed.
Show interest in their perspective.
Give positive feedback about their perspective.
“We have never thought of that, thank you.”
Do not give up on them or they will give up too.
Communication styles: Assertive

Will often
- state needs and wants respectfully
- listen well without interrupting
- speak in a calm and clear tone of voice
- feel connected to others

Will Say
- “I realize I have choices in my life and I consider my options.”
- “I speak clearly, honestly, and to the point.”
- “I can’t control others but I can control myself.”
- “I respect the rights of others.”
- “I’m 100% responsible for my own happiness.”
Becoming a Better Communicator

- Work with your first contact response.
- Assume everyone has your best interest at heart and you just need to help them.
- Take on the other person's perspective.
- Focus your response to the question with a clarifying remark (reflective listening).
- Remember communication is a two way street, you need to share the road.

If at first you don't succeed……….
Helping someone Becoming a Better Communicator

- Focus your response to the question with a clarifying remark (reflective listening).
- Assume they have your best interest at heart and you just need to help them understand.
- Take on the other person’s perspective.
- Ask them if they need a break to calm down.
- Remind them communication is a two-way street, you need to share the road.
Communication (text box discussion)

How have you helped someone communicate better?
What words have you used to make people think about their communication style?
How does your communication change when you change environments?
Can you be both passive and aggressive?
Leadership styles are learned. Productivity and circumstance can decide what style is most productive.

Use of the wrong leadership style can make life difficult for all.

Practicing seeing leadership styles can make a job easier if you know what they are looking for.
Conclusion

Making relationships that work can save everyone from pain.

A win-win result can be accomplished even in a lose-lose situation.
Conclusion

When people’s needs are met, arguments become useless and silly. When you are looking at situations that arise in life you can see how satisfied you are by reviewing these basic human needs.
Conclusion and the TRANSFORMATION

Conflicts can be simple if you look at them as challenges not “Trials of Faith.”
Conclusion

Communication is also a learned behavior and takes work to create a new desired behavior. Your office has many communicators and they may all need some training.
How will you lead?

“Leadership is the art of getting someone else to do something you want done because he wants to do it.”

— Dwight D. Eisenhower
“Education makes a people easy to lead, but difficult to drive; easy to govern, but impossible to enslave.”
— Henry Peter Brougham, The Present State of Law, 1828
Who else needs this class?

Showing example and love for your fellow man is important; however sometimes they just do not want to hear it from you. We are here for that purpose. If you have a coworker / business partner / or colleague that needs help with anything we have talked about, invite them to listen to this course or you can also send them to our website. For more information about our innovative two day workshop coming in 2013 go to www.EducatedTouch.com.

Thank you for attending and participation.
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amta: your advantage