

COURAGE

SELF-WORTH

LEADERSHIP

INSPIRATION

OPTIMISM

GRATITUDE

RESILIENCE

PERSEVERANCE

WELCOME!

From the Perspective of a Resilience Strategist:

Effectively Dealing with Conflict and Difficult Conversations in the School Setting

March 22, 2019

Presented by Rita Schiano



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Conflict Defined

- Conflict is a critical event in the course of a relationship
 - May cause resentment, hostility and perhaps the ending of the relationship

However...

- Conflict can be productive
 - leading to deeper understanding, mutual respect and closeness

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Personality vs Expectation

- Violation of expectations
 - what is to be done
 - when it should be done
 - how it is to be done

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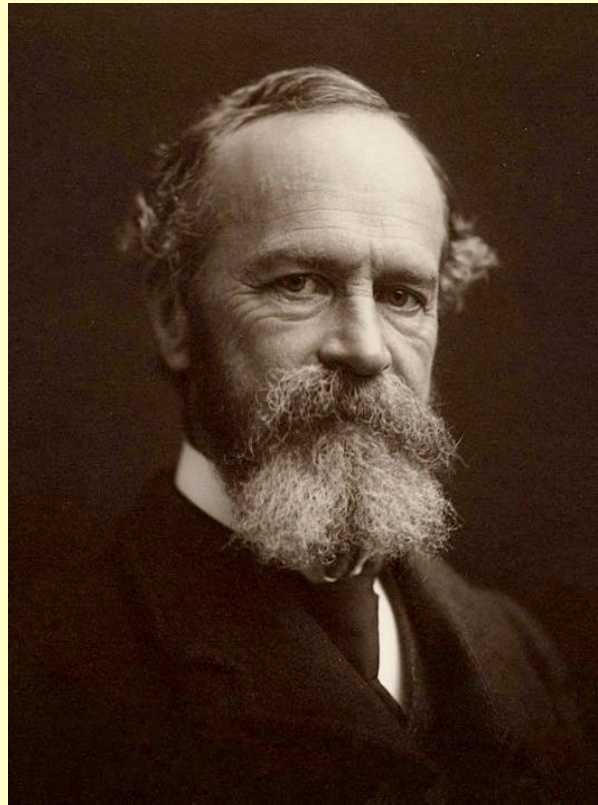
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“Whenever you're in conflict with someone, there is one factor that can make the difference between damaging your relationship and deepening it.

That factor is attitude.”

~ William James

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Key Questions to Ask Yourself

- Can I accurately identify my own emotions and tendencies as they happen?
- Can I manage my emotions and behavior to a positive outcome?

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Key Questions to Ask Yourself

- Can I accurately identify others' emotions and tendencies as I interact with them?
- Can I manage the interactions I have with others constructively and to a positive outcome?

Emotional Intelligence

Emotional Intelligence (EQ):
Your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships.

(Goleman & Boyatzis)



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Two Fundamental Questions

- What is this person trying to gain?
- What is this person trying to avoid?

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Communication in Action

- Begin by listening
- Listen to emotion without emotion
- Watch your tone
- Acknowledge

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Communication in Action

- Exploration
- Reiterate
- Triage
- Follow up

Brainstorming

- Have an agenda
- Ideas
- Articulating possibilities
- Time limit
- Flow
- Evaluation criteria

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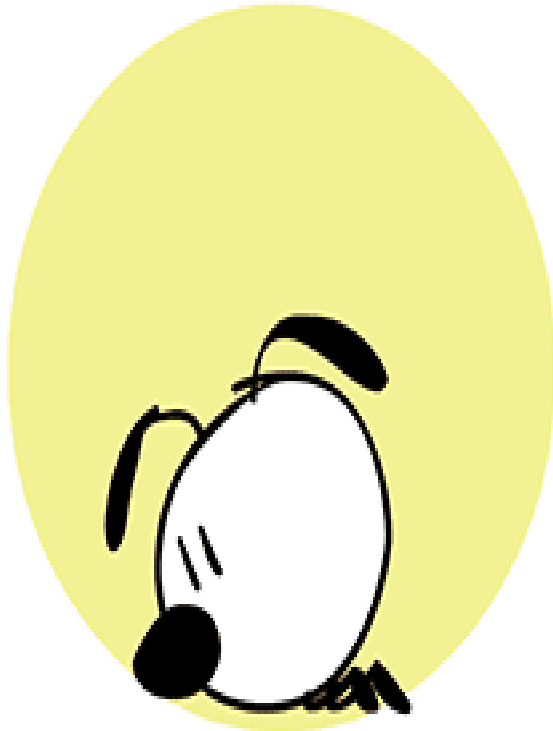
The Bonasera Effect



GOD, GRANT ME
PATIENCE.



mimilandunice.com



HURRY UP!



Final Thoughts

- Stay in control
 - Be resilient
 - manage your emotions
 - respond rather than react
 - Be an effective communicator

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Communicating With Others



“We have two ears and one mouth so that we can listen twice as much as we speak.”

~ Epictetus

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The Golden Rules of Communication

- Say what you mean and mean what you say.
- Speak unto others as you would like them to speak unto you.
- Listen unto others as you would like them to listen unto you.

BEFORE YOU SPEAK...

T H I N K

T

-IS IT TRUE?

H

-IS IT HELPFUL?

I

-IS IT INSPIRING?

N

-IS IT NECESSARY

K

-IS IT KIND?

