

Got Conflict?

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Saturday, September 14, 2019

12:30-3:30 pm

Today's Objectives

—
Gain strategies to address and reconcile differences without feeling damaged, anxious or 'lesser-than.'



Afternoon Session (12:30-3:30)

Few things are as inevitable as conflict. Yet, the way female leaders deal with conflict differs from male counterparts based on social and emotional conditioning. In fact, women often choose conflict avoidance so as not to be perceived as aggressive or confrontational. This session provides a rich palette of techniques to reduce stress during times of conflict.

Agenda

1230-1245: Introductions

1245-100: Conflict Management Styles

100-130: Conflict Assessment

130-140: Break

140-240: Outward Mindset Tools

240-250: Break

250-315: RIR

315-330: Reflection and Closing



Name Tent

What does
conflict mean
to you?

What are the perceptions of **women** when dealing with conflict?





Introductions

- Name
- Position
- School/District
- How do you deal with conflict? Do you deal with conflict differently at work than at home?



TRIAD

What are the perceptions
of you at work when
dealing with conflict?

Conflict Management Styles

— Accommodating

Cooperating to a high degree where you may have to give in to maintain relationships

Pros: Minimizes injury when we are outmatched; relationships are maintained

Cons: Breeds resentment; exploits the weak

Avoiding

Non-confrontational approach

Pros: Does not escalate conflict; postpones difficulty

Cons: Unaddressed problems; unresolved problems

— Collaborating

Problems are solved in a way for all involved to get what they want and negative feelings are minimized.

Pros: Creates mutual trust; maintains positive relationships; builds commitments

Cons: Time consuming; energy consuming

— Competing

Authoritarian approach

Pros: Goal-oriented; quick

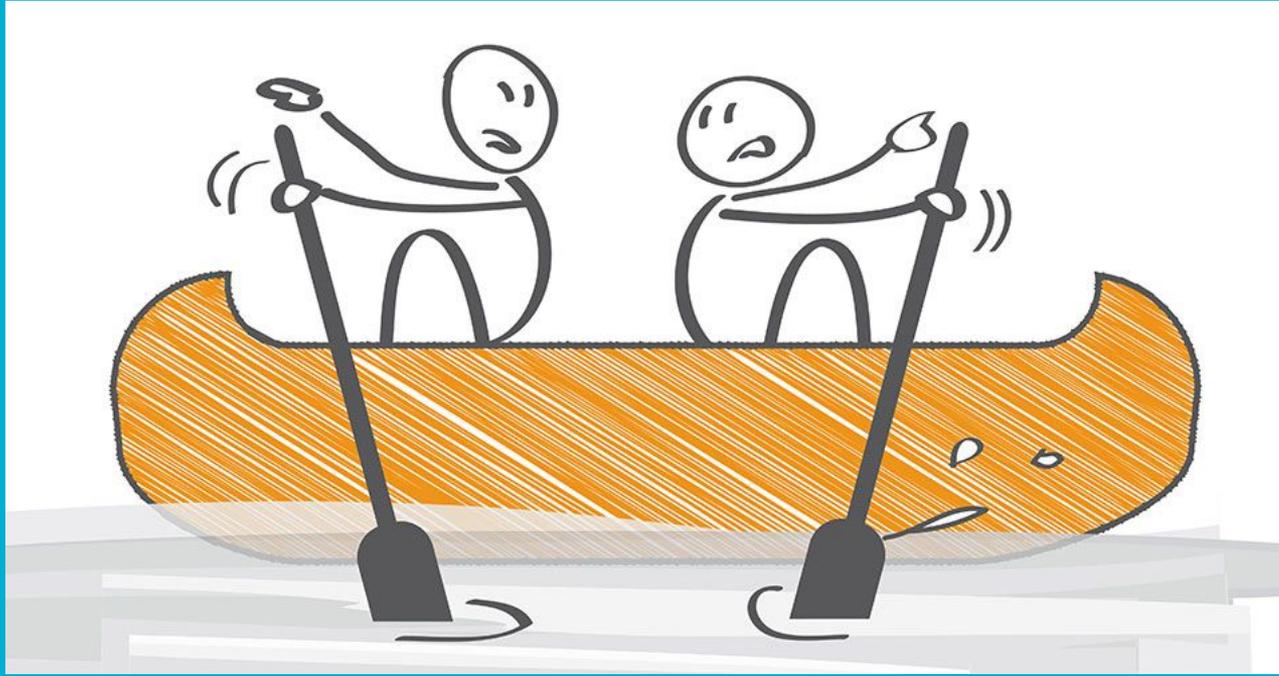
Cons: May breed hostility

Compromising

Middle ground approach

Pros: Useful in complex issues without simple solutions; all parties are equal in power

Cons: No one is ever really satisfied



Conflict Management Questionnaire

What is your **MOST**
PREFERRED style?

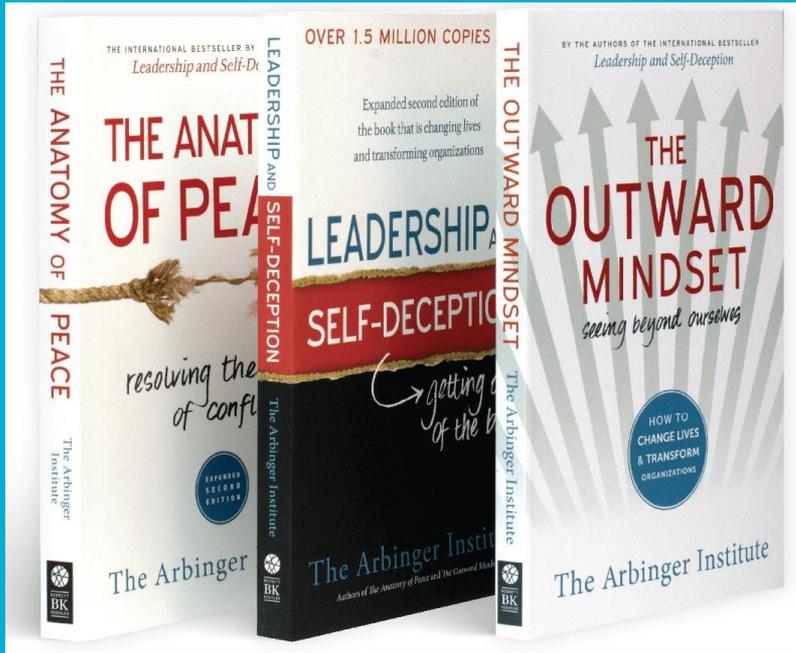
Commonalities

Trends

Why

Conflict Scenario

BREAK



Outward Mindset

What is a mindset?





Inward vs. outward

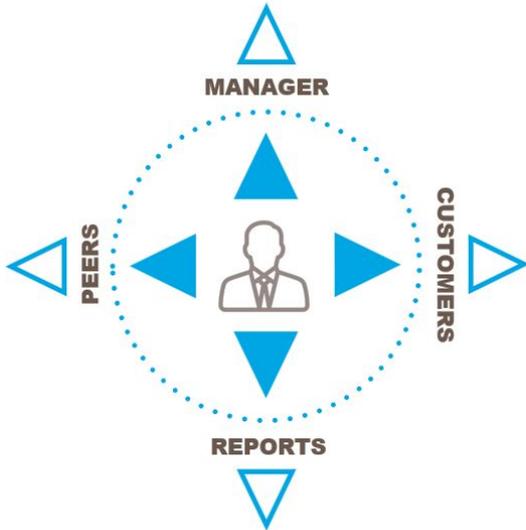
Notice

Get Curious

Two Mindsets

OUTWARD MINDSET

I FOCUS ON **OUR** RESULTS



INWARD MINDSET

I FOCUS ONLY ON **MY** RESULTS



Meet
Louise Francesconi
Division President | Raytheon



Start The Right Way

Identify an issue the group is facing together or a situation you are facing as an individual (a potentially difficult meeting, a sensitive conversation or email, a challenging project, etc.) and do the following:

1. Ask: How would I/we act in or approach this situation if our mindsets were inward?
2. Then ask: How would I/we act in or approach this situation if our mindsets were outward?

Now act, keeping these lists in mind and doing your best to operate in the ways identified in the outward mindset column.

Step 1



Step 2

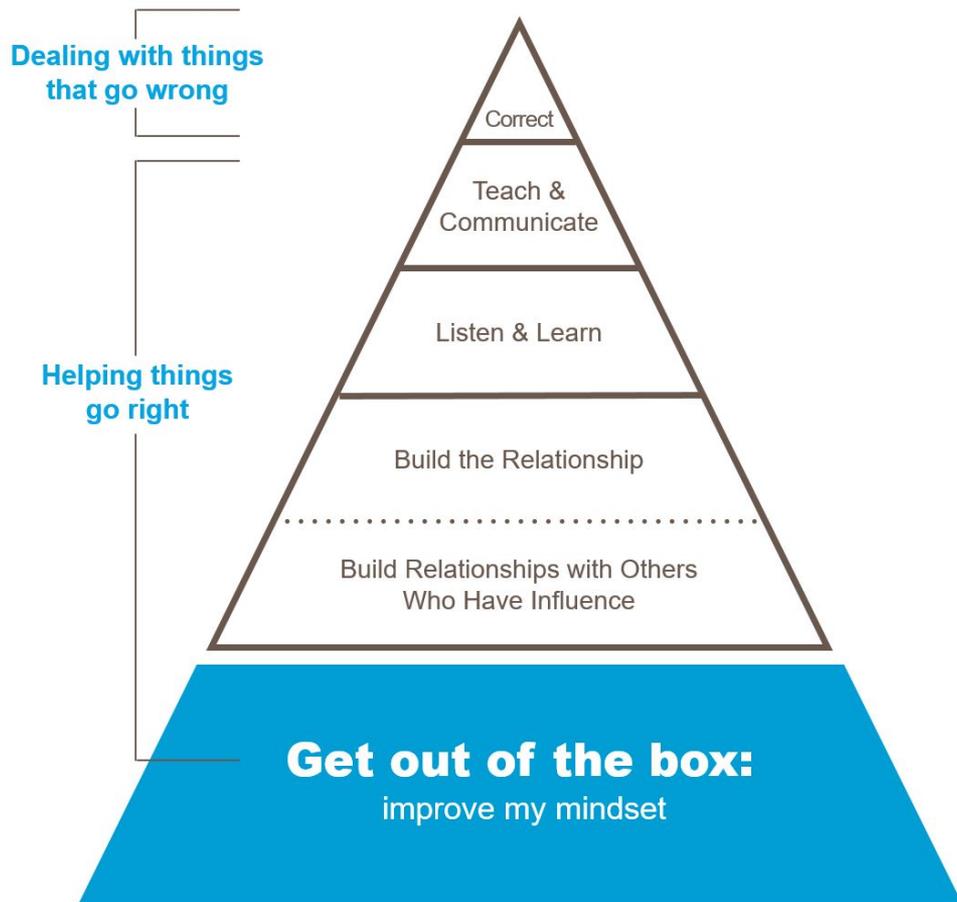


Before a project, meeting, conversation, email, or call, consider:

HOW WOULD I/WE DO THIS WITH AN
INWARD MINDSET?

HOW WOULD I/WE DO THIS WITH AN
OUTWARD MINDSET?

The Influence Pyramid



LESSONS OF THE PYRAMID

1

WORK BOTTOM UP

Most time and effort should be spent at the lower levels of the pyramid.

2

WHEN STUCK, GO LOWER

The solution to a problem at one level of the pyramid is always below that level.

3

MINDSET MATTERS MOST

Ultimately, my effectiveness at each level of the pyramid depends on the lowest level of the pyramid—my mindset.

The biggest factor in
changing behavior at
work is changing how
we think about and
execute our jobs.

-Arbinger Institute

BREAK

R.I.R. Protocol

RECOGNIZE

Ride the emotional roller coaster.

Consider the conflict:

1. What thoughts come to mind?
 2. How do you feel about it?
 3. What is your initial belief about it?
-

INTERRUPT

Be curious. Ask questions.

Lean into the conflict by asking a series of questions. The goal is to invite empathy into to both sides of the conflict.

1. Tell me more/Say more
2. Can I offer a different perspective?
3. Yes and...

REPAIR

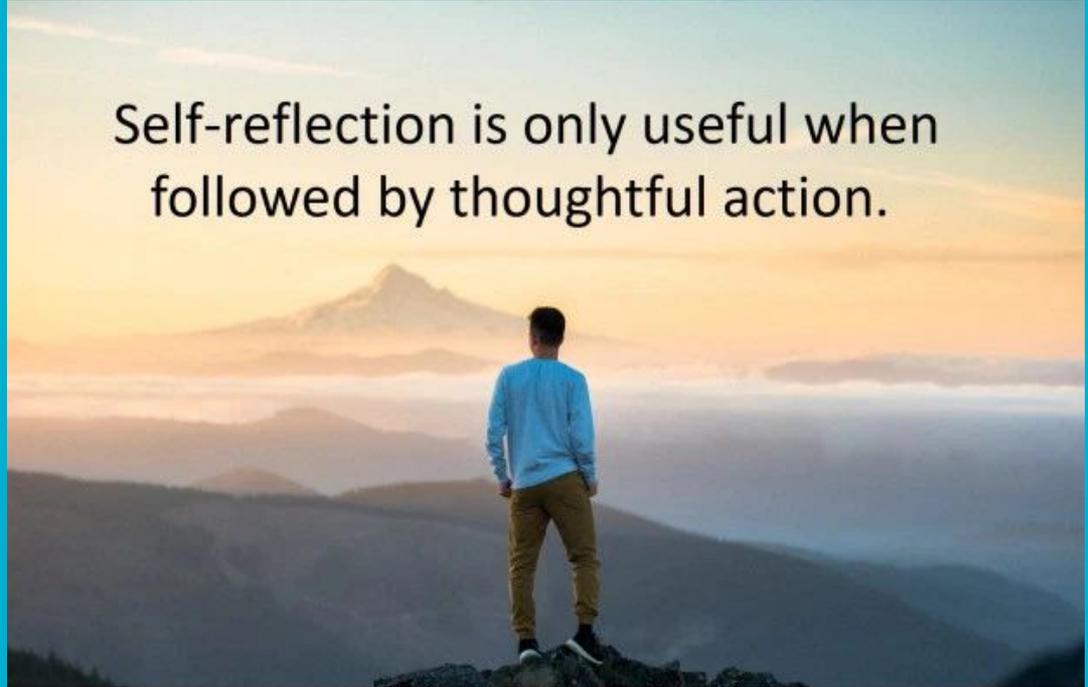
Find a solution.

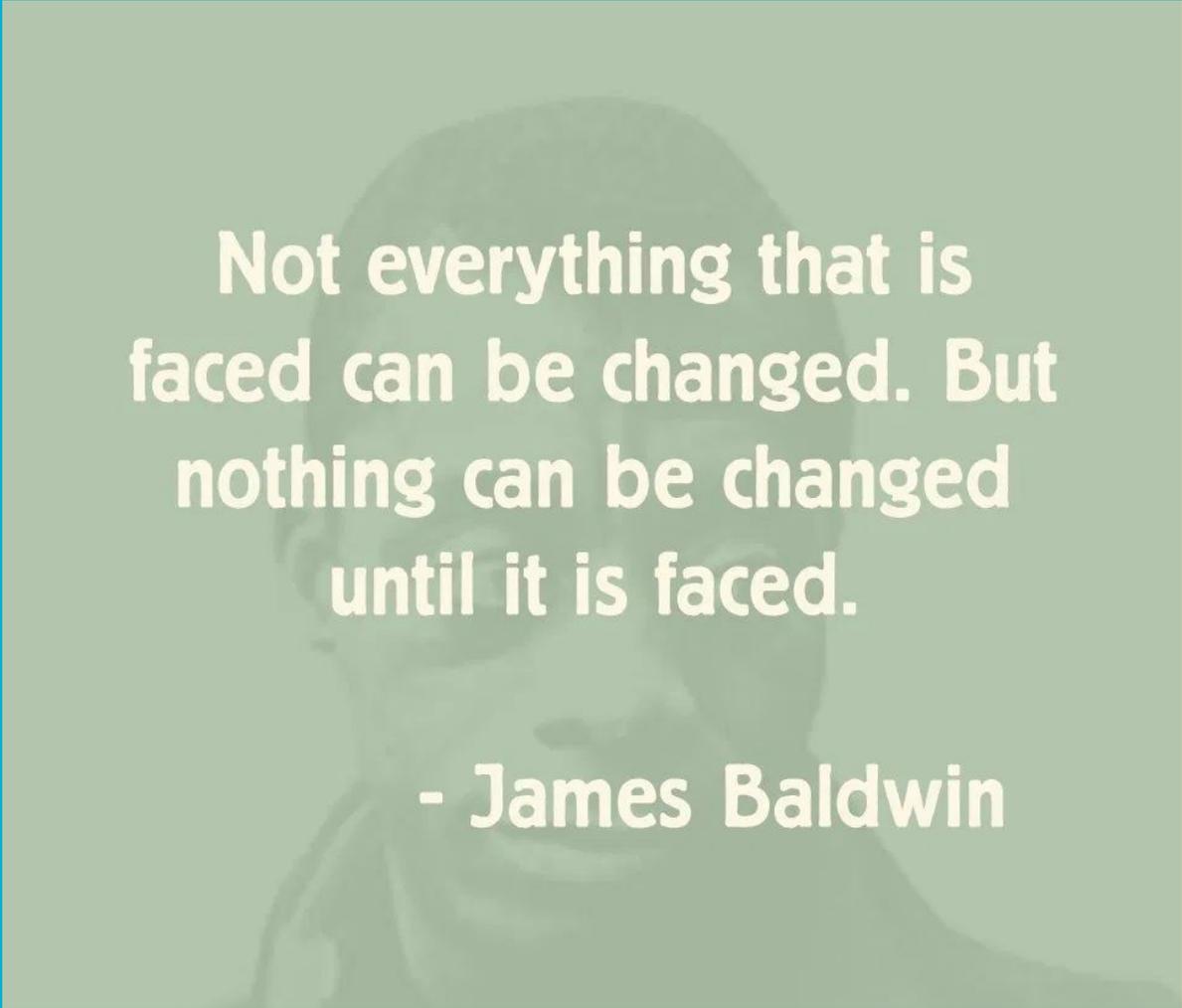
Come up with actionable steps that people can do to repair and broaden their awareness and understanding as related to the statement.

1. Observe
 2. Engage
 3. Read
-

Reflection

Self-reflection is only useful when followed by thoughtful action.





**Not everything that is
faced can be changed. But
nothing can be changed
until it is faced.**

- James Baldwin

Thank you!