



**ROCK STAR
LEADERS**

Conflict Resolution That Creates a Win-Win

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If you do a good job resolving conflict, many positive outcomes are possible:

1. Increases the respect others have for you.
2. Strengthens your relationships.
3. Keeps productivity at a high level.
4. Decreases tension.
5. Increases trust.
6. Sends the message: *Everyone is valued.*
7. Ensures final solutions have broad support.

Get to the root of your reaction. Identify what's *really* bugging you!

- Frustration
- Fear
- Disappointment
- Annoyance
- Rejection
- Powerlessness
- Fear of safety
- Unfulfilled Expectations
- Hurt
- Harassment

Four – Step formula for managing conflict:

1. Capture the facts.
2. Decide on the best approach.
3. Prepare for the discussion.
4. Frame the conversation.

STEP 1: THE FACTS

- **Immediately** after the incident, write down all the facts & your thoughts.
 - Be specific. Identify the real issues.
 - Separate facts from emotions.
- **Take 24 hours to think about it**
 - Review what you wrote.
 - Decide if you still need to approach your co-worker.

STEP 2: THE APPROACH

- Invite person to talk, and let them know what it's about.
- Think "solution" not "being right" or "winning."
- Be calm & concerned, not aggressive or apologetic.
- Use agreement to talk, as first step to success.

STEP 3: THE DISCUSSION

- Prepare for discussion & rehearse opening.
- Think & speak in terms of "we" vs. "I."
- Keep your long-term relationship in mind.
- Ask for his/her perspective & listen actively, and non-defensively.
- Focus on individual & shared needs.
- Separate the real issues from pure emotion.

STEP 4: THE INTERACTION

- Words are powerful!
- Goal is to resolve the conflict and end up with a Win-Win situation.
- Avoid these words:
 - But / However
 - Always
 - Never
 - YOU!

Sometimes you just have to confront the situation. Light a *FIRE* and create a win-win situation.

F – Facts

I – Impact of actions

R – Respect their situation

E – Expected behavior

Reward positive behavior with positive feedback using the ASIA model:

- A: (Show) Appreciation
- S: (Be) Specific
- I: (Share) Impact
- A: (Show) Appreciation

Some things to remember:

- See conflict? Think **Opportunity!**
- Figure out what's *really* **bugging** you?
- Resolve conflicts by using only the **FACTS!**
- Don't be a bully! **Separate** the *facts* from the *emotion*.
- Light a **FIRE** under your next difficult situation.
- Apply **ASIA** to reward and reinforce positive behavior.

Orna Drawas

International speaker and instructor for workshops on achieving high priority goals, Orna Drawas has worked to inspire thousands of business professionals in helping them drive towards real and measurable results in everything they do.

Serving as business coach to dozens of organizations in virtually every industry, Orna offers very practical approaches to attaining personal peak performance and real breakthrough results. By working closely with so many different professional situations and environments, she has amassed an impressive understanding of the core principles that can truly make a difference for career-minded people in today's fast-paced and competitive environment. The result is her book: *PERFORM LIKE A ROCK STAR and Still Have Time for Lunch*.



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