



The **SUCCESS** Centre

Energizing the workplace

WASPS IN THE WORKPLACE

Managing conflict without being stung

Val Carter

The Success Centre Inc

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IS IT CONFLICT?

- **Check it is conflict first!**



NO MAGIC WAND



WHAT CAUSES CONFLICT?

- Perception
- Personality
- Needs, wants and values
- Knowledge
- Responsibility
- Resources
- Communication issues



WHY SHOULD WE CARE?

- **People issues**



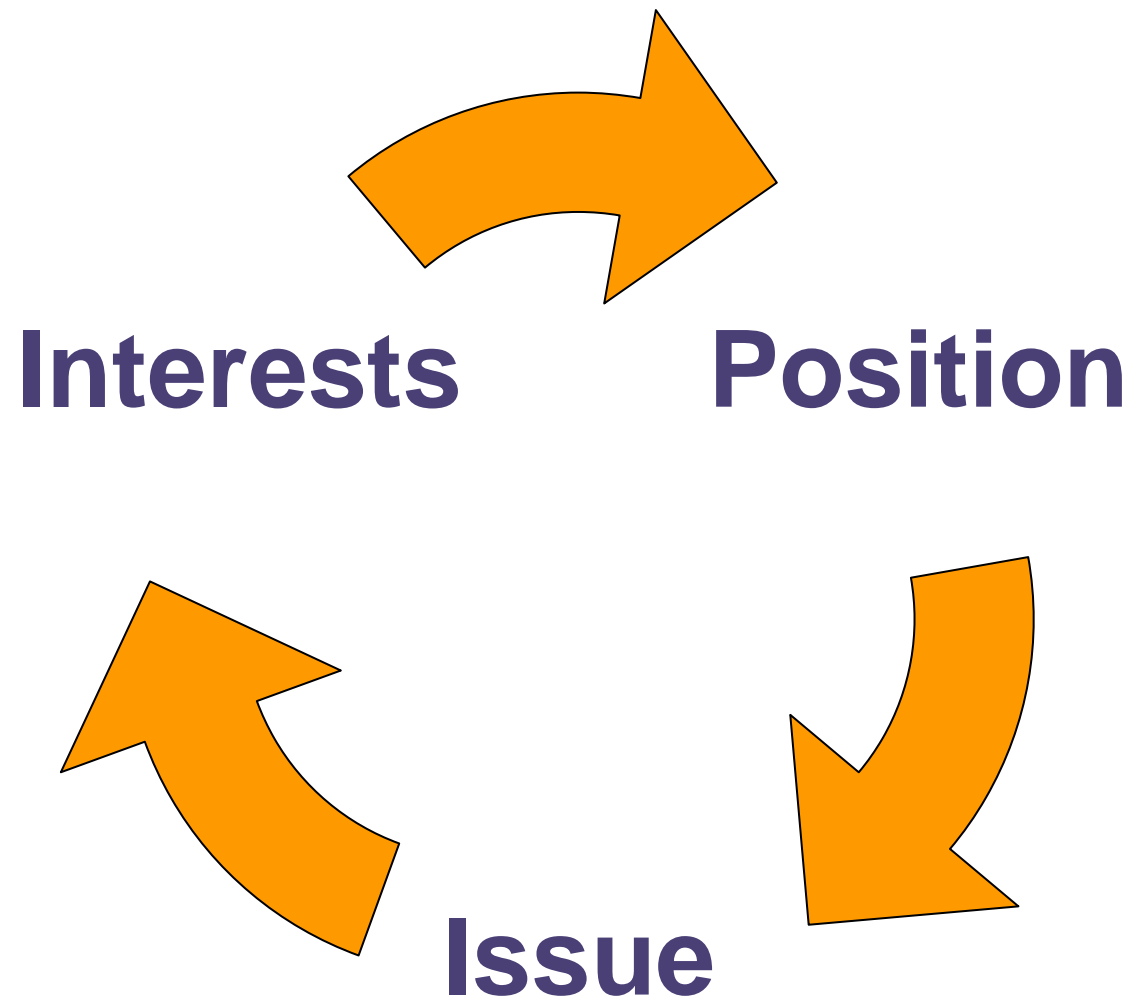
WHY DOES IT HAPPEN?

- **S**tatus
- **C**ertainty
- **A**utonomy
- **R**elatedness
- **F**airness

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COMPONENTS OF CONFLICT



WHAT USUALLY HAPPENS

- **Blame**



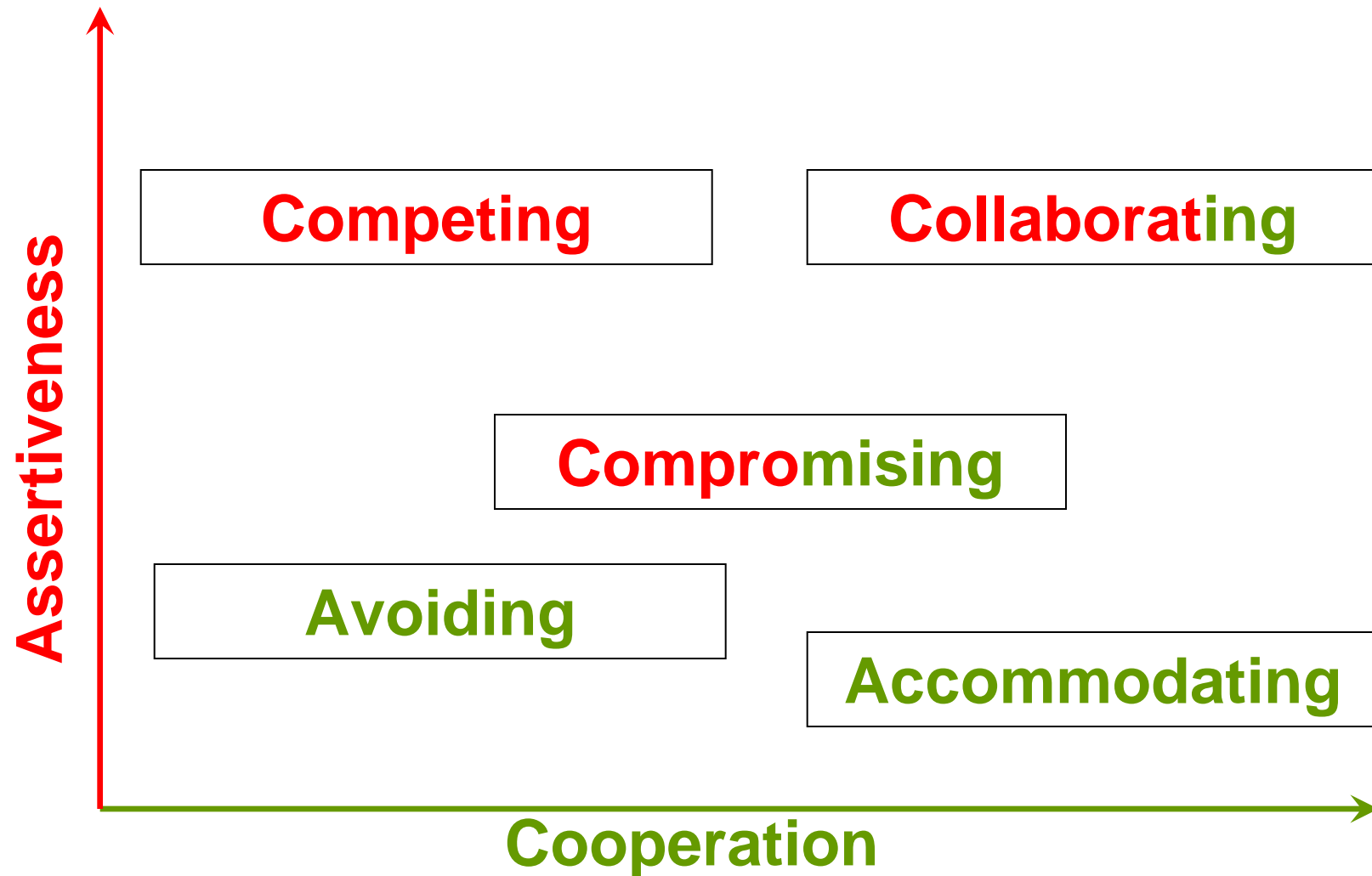
ESCALATION

- **Moment of crisis:**
Me, you & issue
- **Momentum builds**
- **Communication breaks down:**
Me & issue
- **Positions harden:**
Me

MELTDOWN!



APPROACHES TO CONFLICT



AVOIDING

- Lose/Lose
- Reduce stress
- Conflict may fester



COMPETING

- **Win/Lose**
- **No options**
- **May provoke**



ACCOMMODATING

- Lose/Win
- Keep the peace
- Loss of control



COMPROMISING

- **Middle ground**
- **Negotiated**
- **Concessions**



COLLABORATING

- **Win/Win**
- **United**
- **Takes time**



START BY UNDERSTANDING

Transformation vs resolution

- **What are their interests?**
- **What are mine?**
- **Why is this important to me?**



LANGUAGE OF TRANSFORMATION

- **Know the outcome you want – but not how to get there**
- **Issue, not the person**
- **Depersonalize the message**
- **Solution-focused**
- **Avoid ‘wasp sting’ words**



KNOW THE OUTCOME YOU WANT

But not how to get there



IMPERSONAL LANGUAGE

Person-focused	Issue-focused
You haven't given me a good reason.	<i>The reason isn't clear.</i>
What you need to do is....	<i>What needs to be done...</i>
You always come up with problems.	
Don't speak to me like that!	



SOLUTION-BASED THINKING

I don't understand...	<i>Please help me understand...</i>
What's the problem?	<i>What's the solution?</i>
The only thing we can do...	
We just don't agree on this.	



‘WASP STING’ PHRASES

- **Yeah, right!**
- **You just don’t understand**
- **You’re wrong!**
- **I understand how you feel**
- **Other people...**
- **You’re wrong...**
- **Calm down!**



'WASP STING' WORDS

- **But...**
- **However...**
- **No, ...**
- **You...**
- **Listen...**
- **Well...**
- **Why?**



STRUCTURED APPROACH

- **Appropriate meeting space**
- **Communicate process**
- **Listen – don't interrupt**
- **Be empathetic**



STEP 1 - FACTS

- **Be unfailingly positive**
- **Establish facts**
- **Define the offended value**
- **Ask questions**
- **Listen**
- **Share your perception**
- **Whose problem is it?**



PROBING FOR DETAILS

- **What specifically do you mean by ...?**
- **Where specifically can I get the information...?**
- **What exactly do you mean by...?**
- **Never? Always? Nobody?**



STEP 2 - SOLUTIONS

- **Brainstorm solutions**
- **Agree next steps**
- **Write down next steps**



STEP 3 - FOLLOW THROUGH

- **Determine consequences**

- **Set time for review**

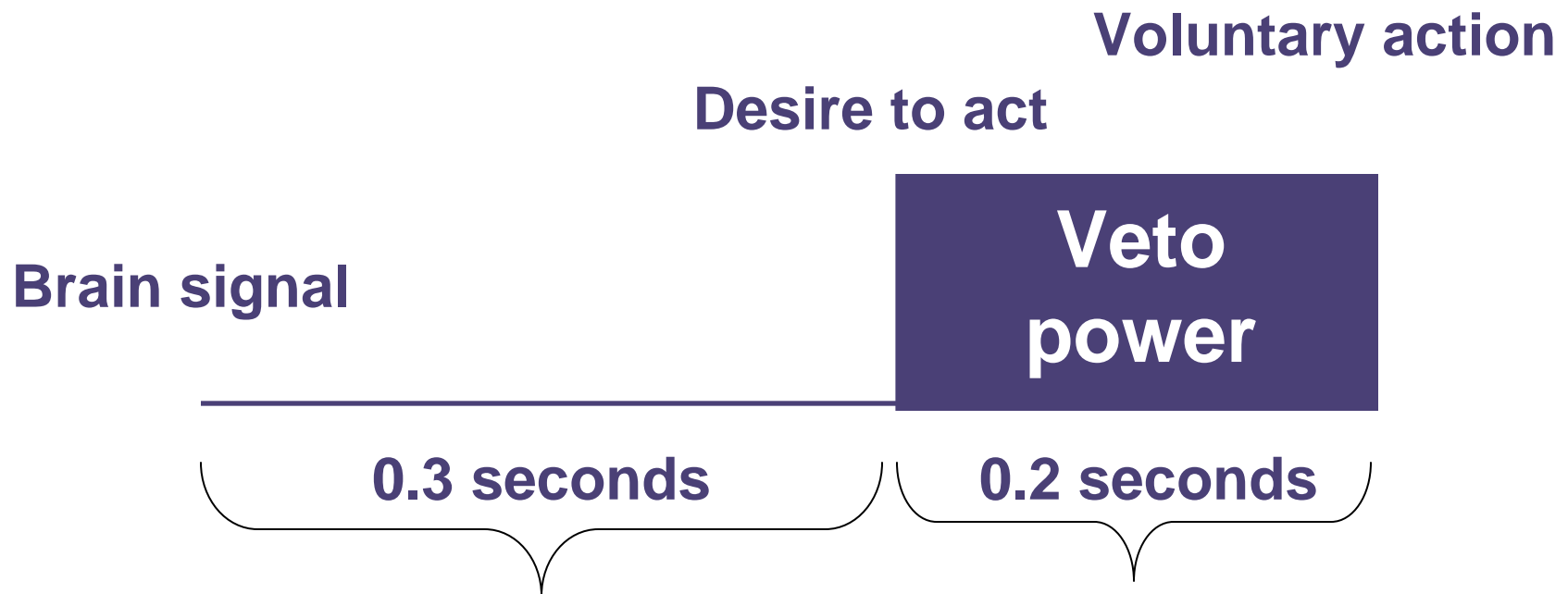


CONTINUING CONFLICT

- **Is it you?**
- **Allow time for change**
- **Are skills sharp?**
- **Revisit**



Power of veto



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ENJOY A WASP-FREE WORKPLACE!

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