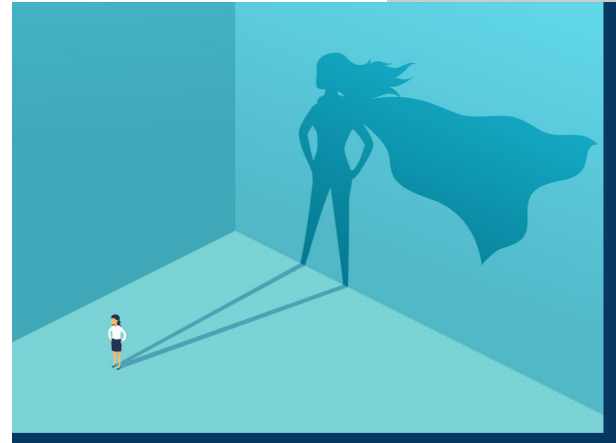


You Got This: Learning To Lead In Crisis

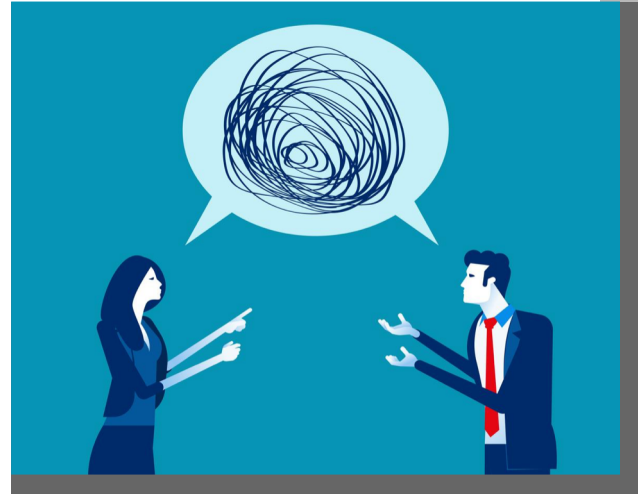
Week Three: Conflict & Resiliency

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Check In

- Scale of 1-5
- Poll / chat box



Recap

1. The 1st job of a leader is to define reality (again and again)
2. Create safety, predictability & control (based on that reality)
3. Compassion is the cornerstone to resiliency
4. Anger = unmet needs

Today: Conflict tools & other resiliency “musts”



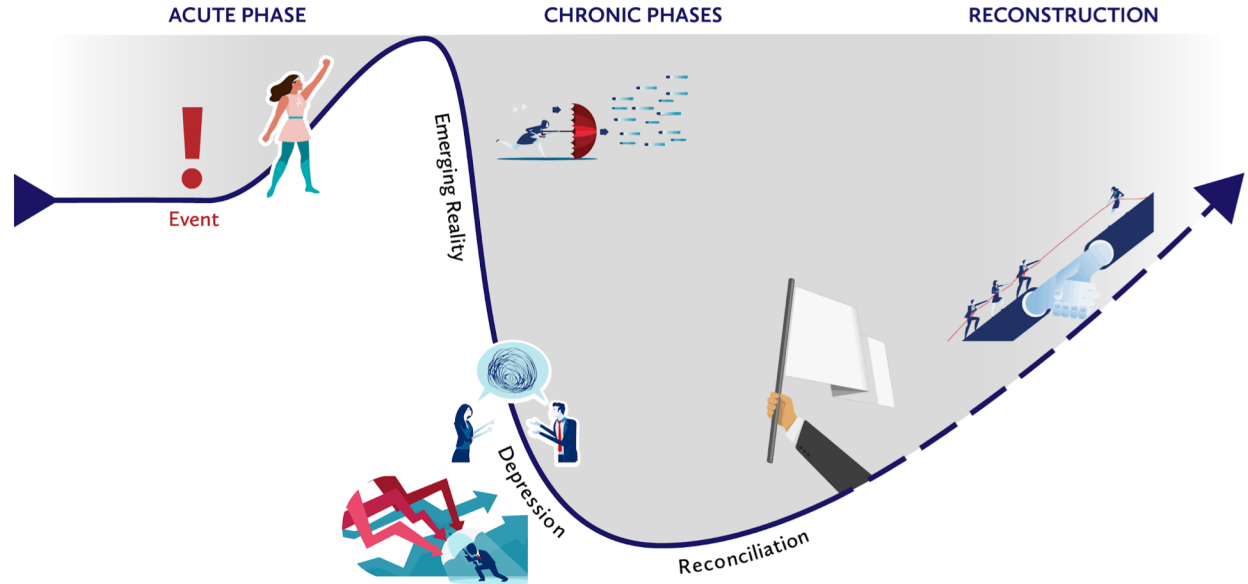
Group Guidelines

1. Confidentiality
2. A.P.I.
3. Adapt, not adopt
4. The wisdom is in the room
5. Step in / Step up



The Crisis Curve

Where Are You?



Conflict



Key Leverage Points

1. Move conversation away from right/wrong
2. Seen, heard, and valued
3. Then solutions

How?



Clarify:
Facts or
Perception?



Identify
Needs



Bridging:
Seen
Heard
Valued



Request



Confirm
Solutions
Together

Reflection: Which Tool Could You Apply?



Clarify:
Facts or
Perception?



Identify
Needs



Bridging:
Seen
Heard
Valued



Request



Confirm
Solutions
Together

Clarify



Shift From Perceptions to Observable Facts

- Outline the situation, behavior, and impact
- Observable data only, like a scientist in a lab
- Leave out evaluations, assumptions, inferences, emotions, “always, never....”
- Own your observations
 - “What I heard you say...”
 - “This is what it looked like to me....”

Insider Tip: Unmet Needs Often Triggers Bigger Reactions



Most Common

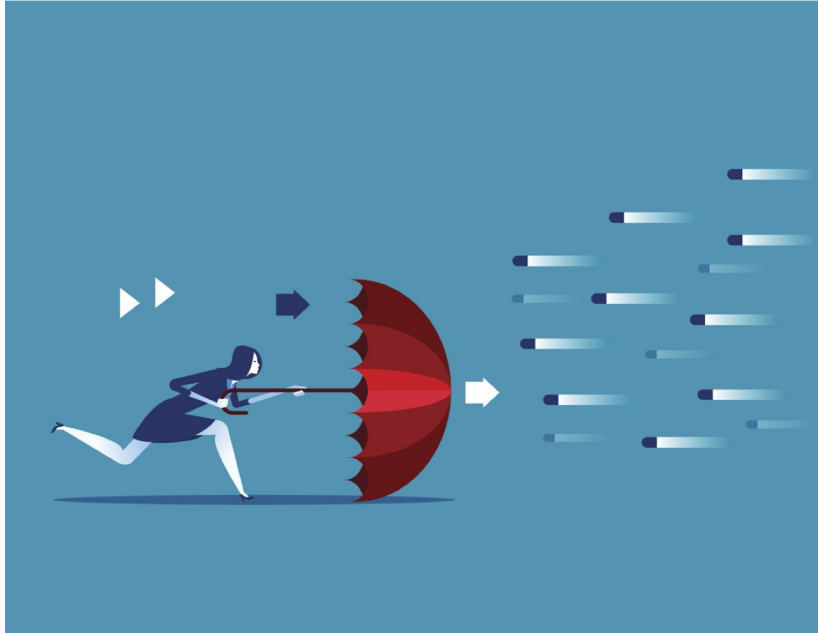
1. Safety
2. Control
3. Success (mastery)
4. Respect
5. Recognition
6. Valued
7. Balance
8. Belonging / community

Bridging: Seen, Heard, Valued



1. Verify Your Understanding
 - “I am hearing you say Is that right?”
 - “What is the thing you need me to understand about this situation?”
2. Bonus Relationship Building Opportunity:
Empathy Guess
 - “I am wondering if you are feeling frustrated because you would like recognition?”

Sneak Peek: Building Resiliency During Crisis



Resiliency = Healthy ability to cope with adversity

Foundation:

1. Understand & accept reality
2. Create safety, predictability, control
3. Address unmet needs
4. Address conflicts
5. Compassion vs empathy

Community Problem Solving (Masterminding)

1. Issue presentation (2 min)

- Give background
- Tell what you've done so far
- What do you need?

2. Issue clarification (2 min)

- Few clarifying questions

3. Mastermind (6 min)

- Invent first, evaluate second
- Value divergent thinking
- Piggy-back on ideas
- Break paradigms- think outside the box

4. Feedback (1 min)

- What did you hear and what are you going to do?
- Quick reminders from the group (in text)



Closing & Next Week

- Download the chat - Three Dots
- Check you email for a care card and PDF of slides
- Next Week: **Resiliency & Rebuilding**





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