

FACILITATED SOLUTIONS

Mediators & Conflict Management Specialists

Prevent | Manage | Resolve

Facilitation Fridays

Pinches, Parrots and the Perspective Check

At Work and Home

David Falk, Sandy Koop Harder, Dave Dyck

Starting at 10:30 am (CDT)

FACILITATED SOLUTIONS

Mediators & Conflict Management Specialists

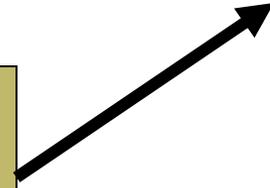
Prevent | Manage | Resolve



www.workplaceconflict.ca + www.familyconflict.ca

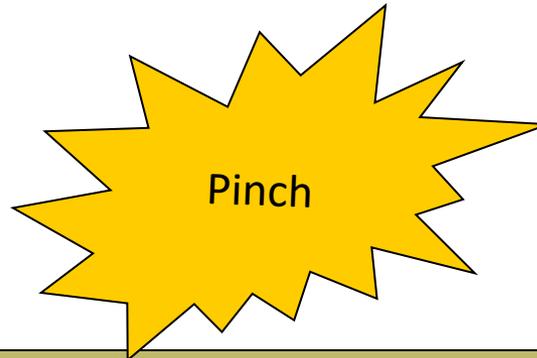
Mapping Relationships

Gather Information



Commitment

Stability/Productivity

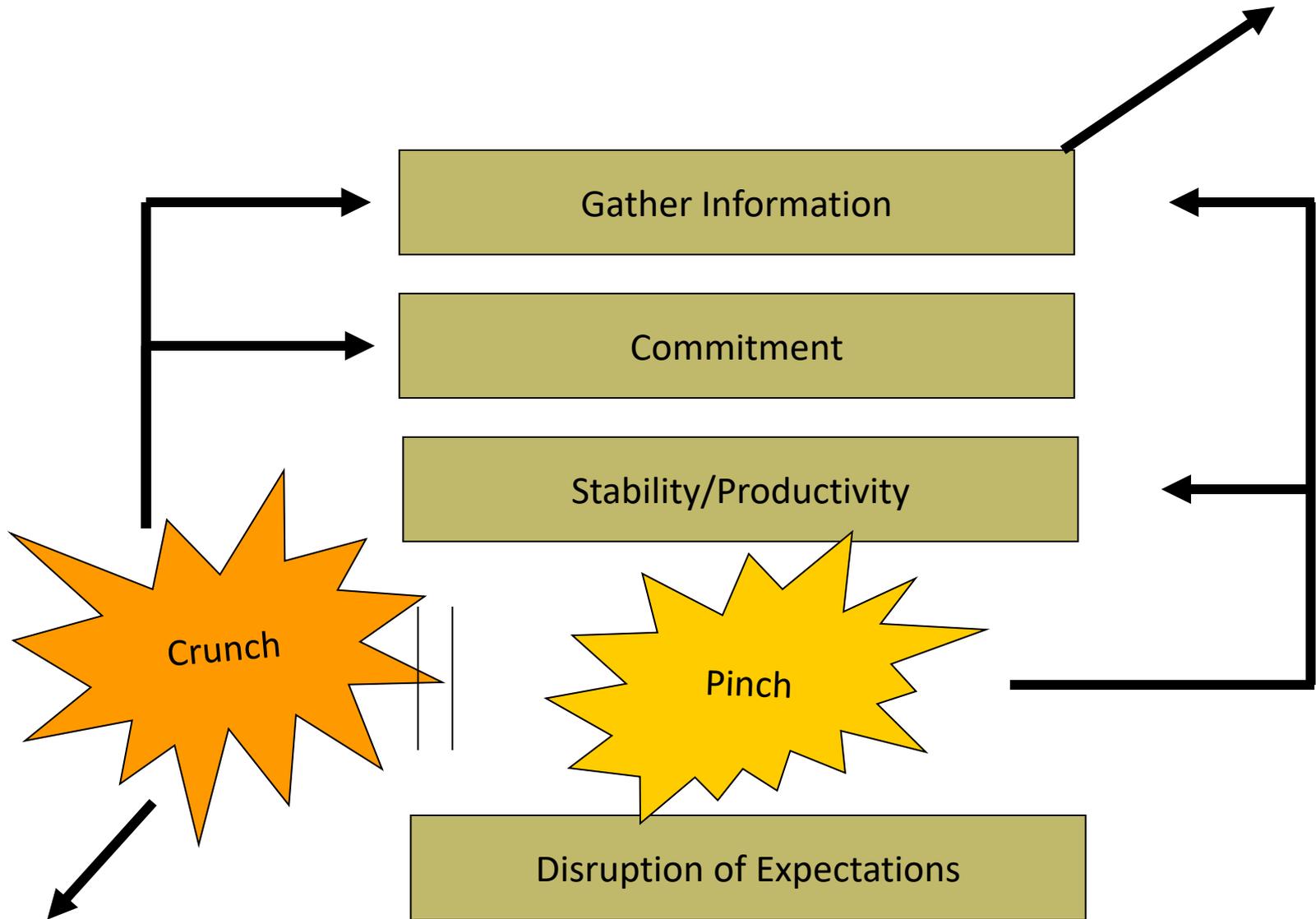


Disruption of Expectations

Options for Pinches

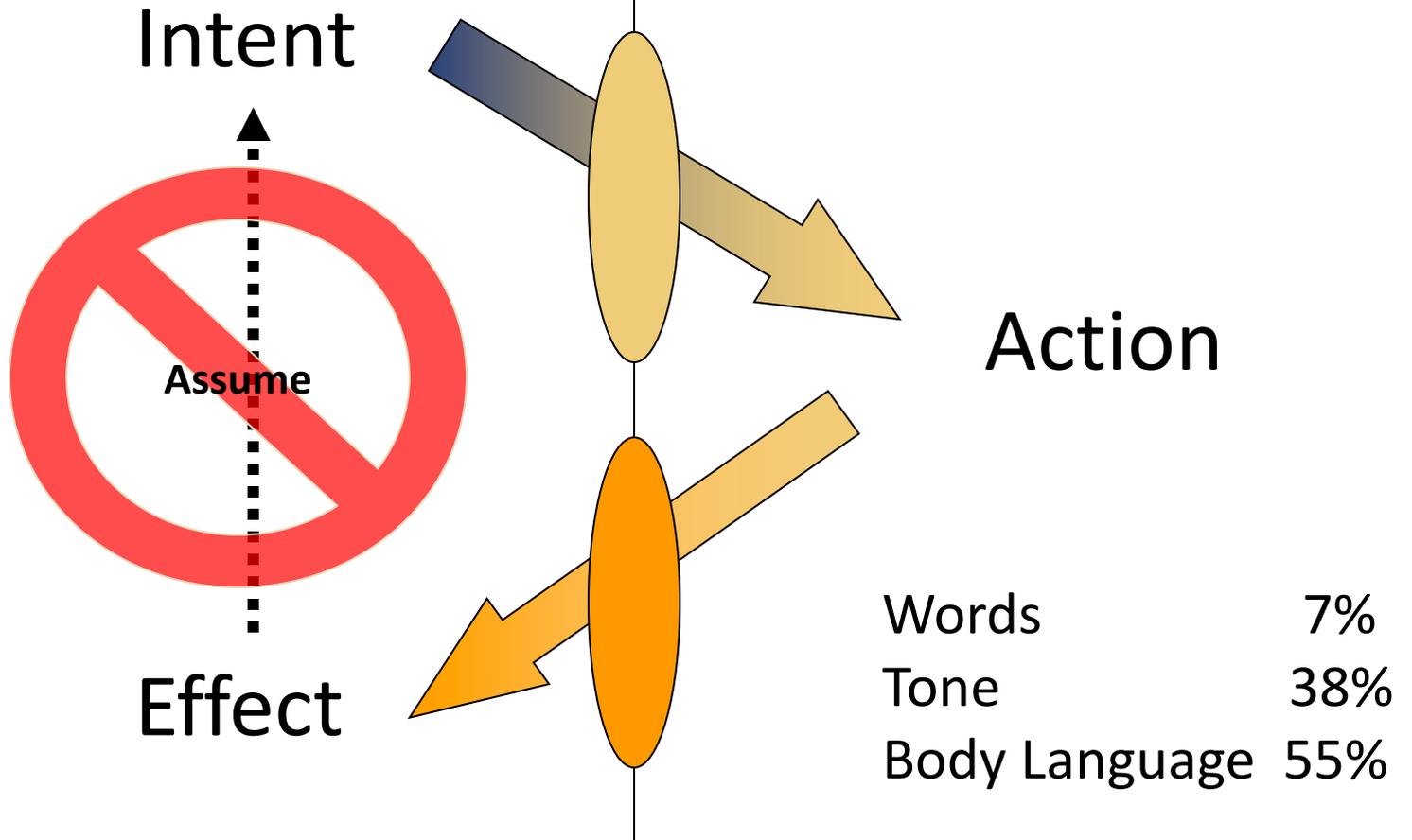
- Let it go
- Complain to someone else
- Pinch back
- Hold on to it
- Crunch back
- Talk about it

Mapping Relationships



Private

Public



Words	7%
Tone	38%
Body Language	55%

Perspective Check Model

When you have been “pinched”

- Get grounded
 - Shift from Judgement and Certainty to Curiosity
- Check in
- Name the action non-judgmentally
- Ask about their intent
- Describe the effect on you or others, naming feelings if appropriate (optional)
- Request (negotiate) different future action (optional)

THE CHALLENGE OF PERSPECTIVES

**FINISHED FILES ARE THE RESULT
OF YEARS OF SCIENTIFIC STUDY
COMBINED WITH THE
EXPERIENCE OF MANY YEARS**



What do
parrots
say?

Wisdom

- Don't believe everything you see.
- Don't believe everything you think.

Say to Yourself

I might be right

I might be wrong

I don't know

**Or push yourself
to consider:**

Why might a
reasonable and
rational person act
that way



Private

Public

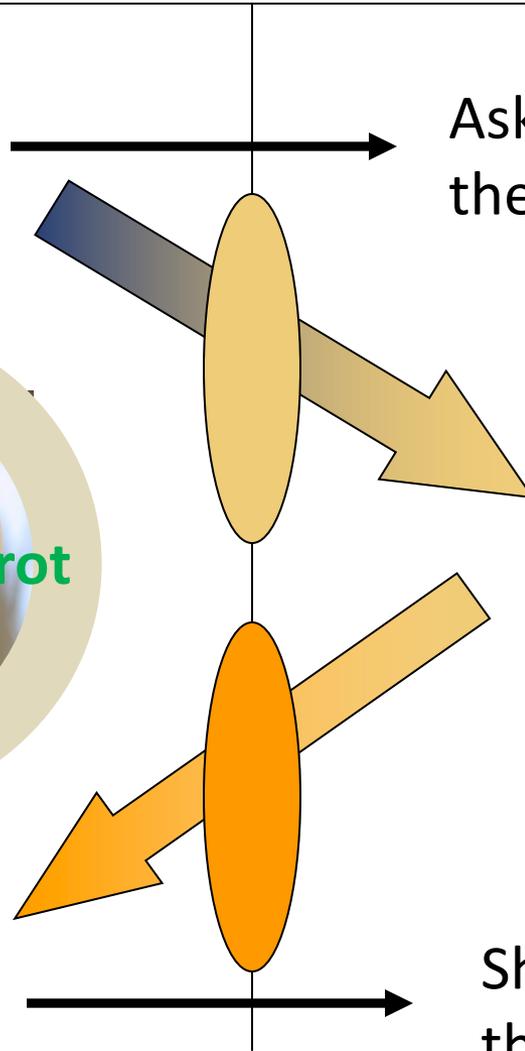
Intent

Ask them to clarify their **Intent**



Effect

Share the **impact** of their action



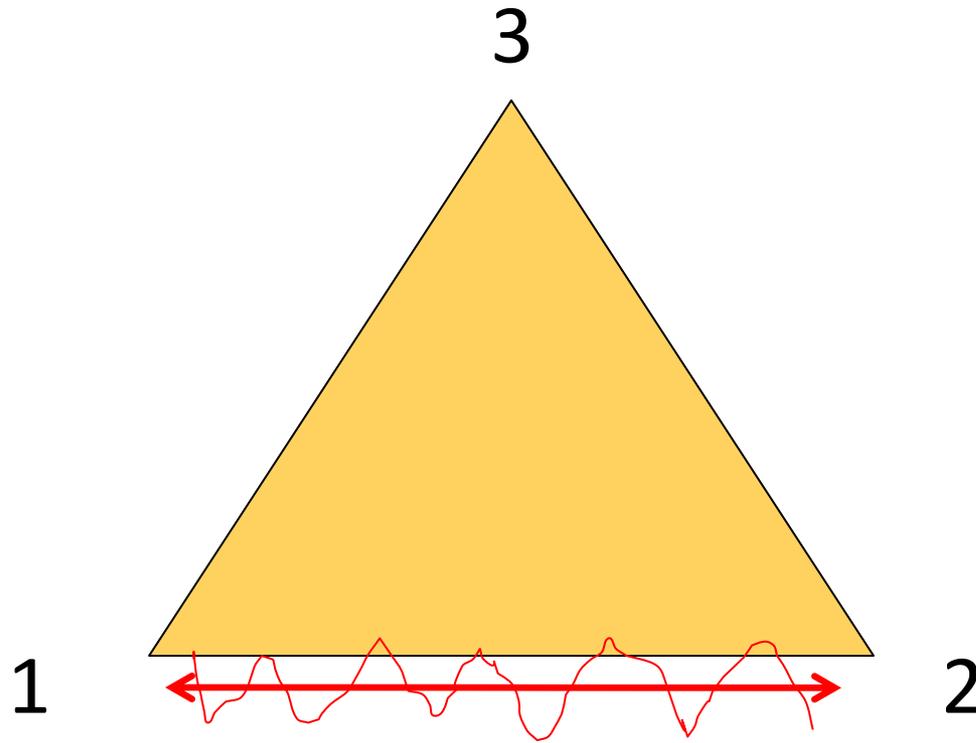
Name **ACTION** w/o evaluation

Feedback

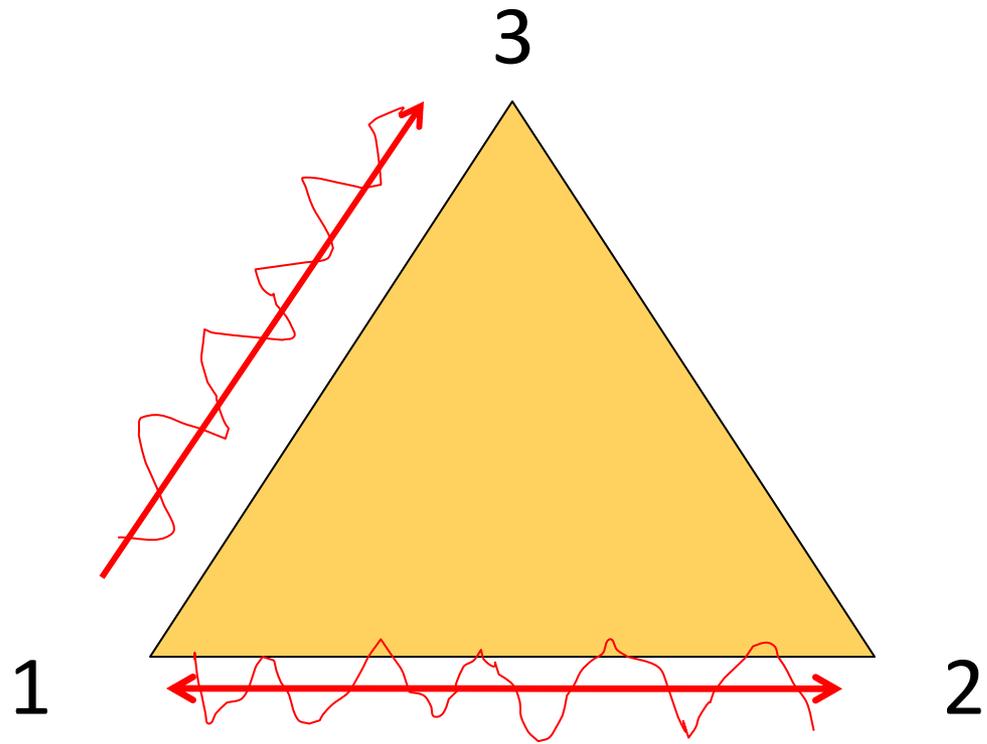
1. Make the **approach** (pause)
2. Share your **perspective**
 - Name the event/action (pause)
 - Describe impact
3. Give space for **response**
4. Ensure **expectations** are understood
5. Offer **support**
6. Discuss **next steps**
7. Follow up

Managing Complaints

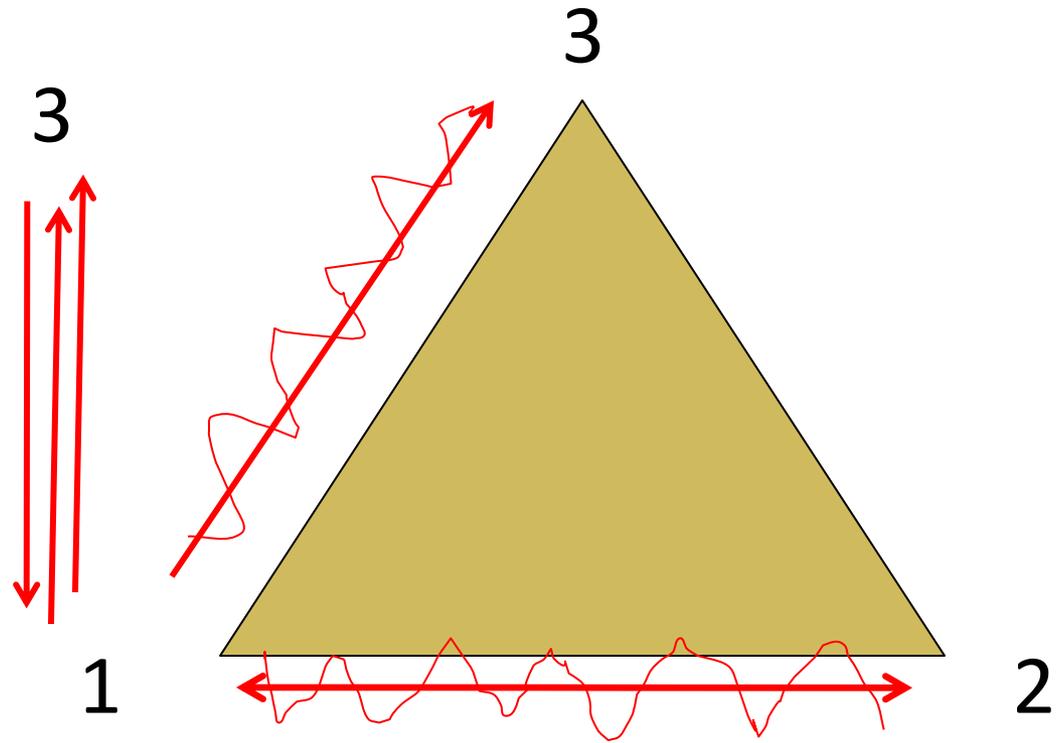
Conflict Triangles



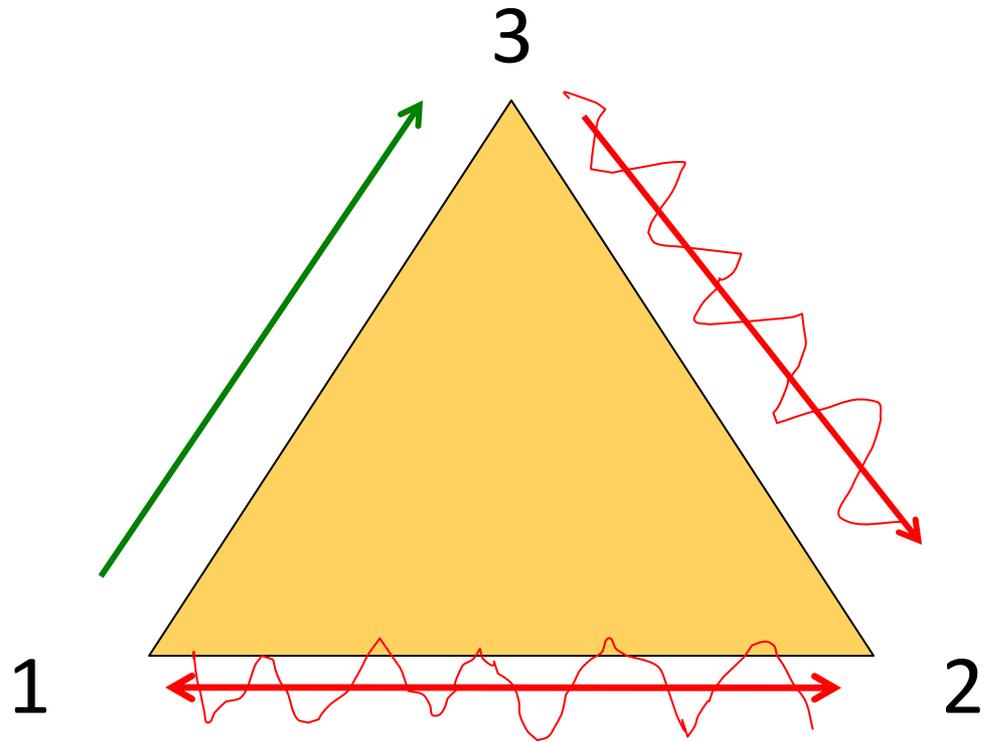
Problem #1: Leave them hanging

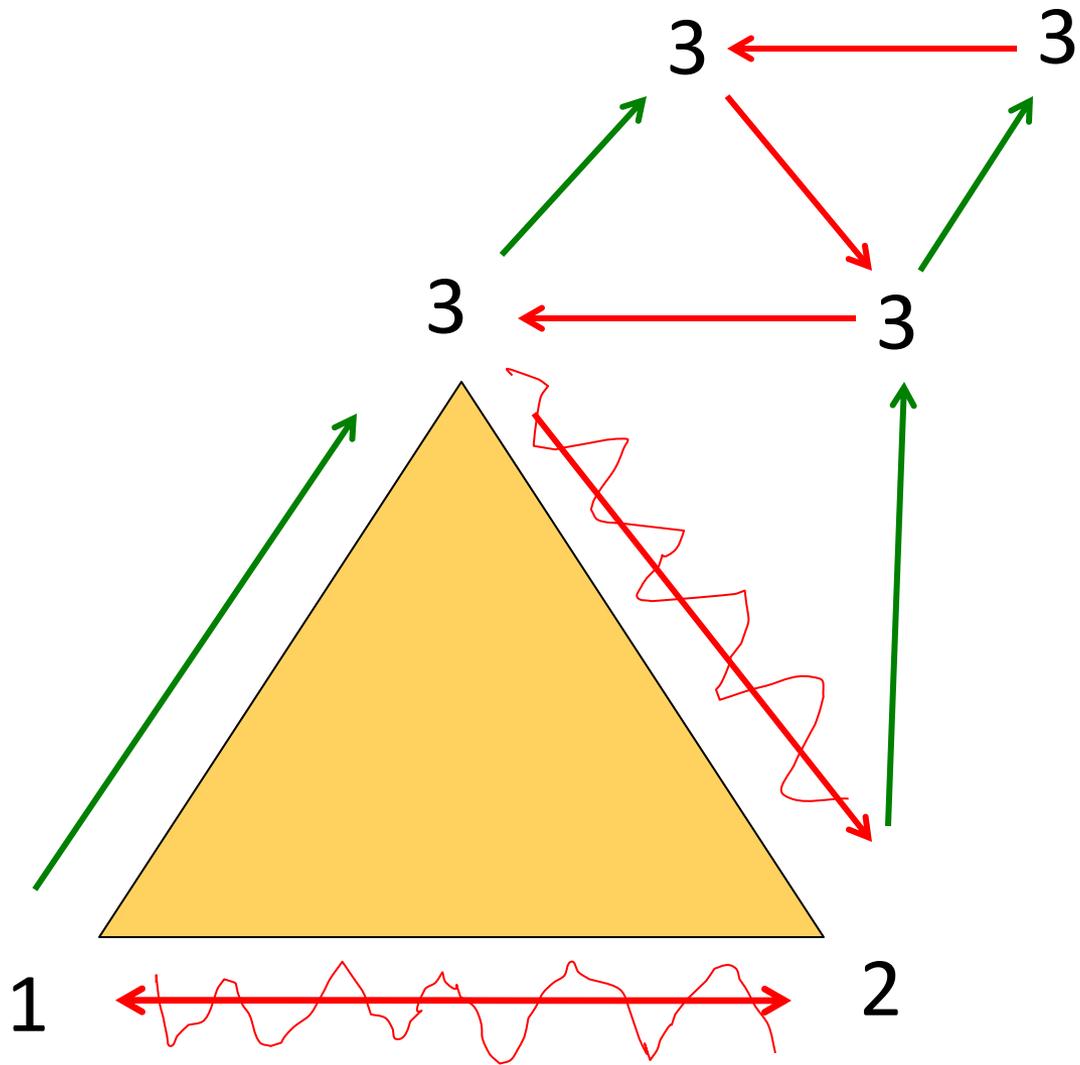


Problem #1: Leave them hanging

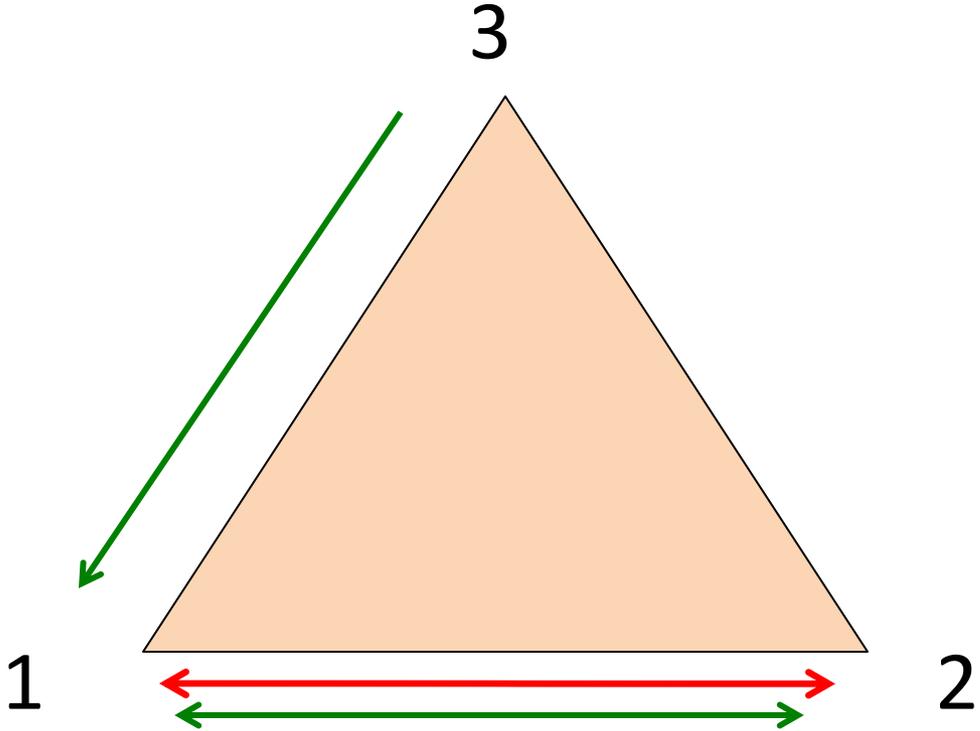


Problem #2: Take up their cause





Coach



Fundamental Attribution Error

Based on the work of Lee Ross (1967)

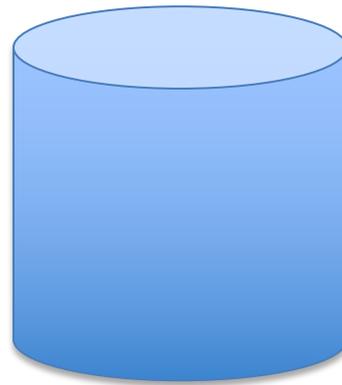
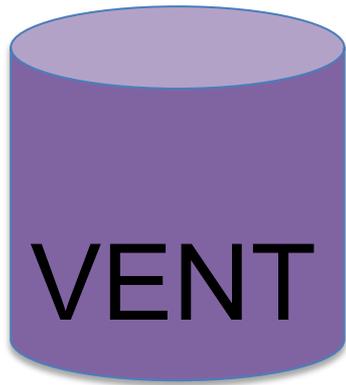
	Good Behaviour	Bad Behaviour
Me (I am a good person)	It is who I am	I was forced to do it
Them (They are a bad person)	They were forced to do it	It is who they are



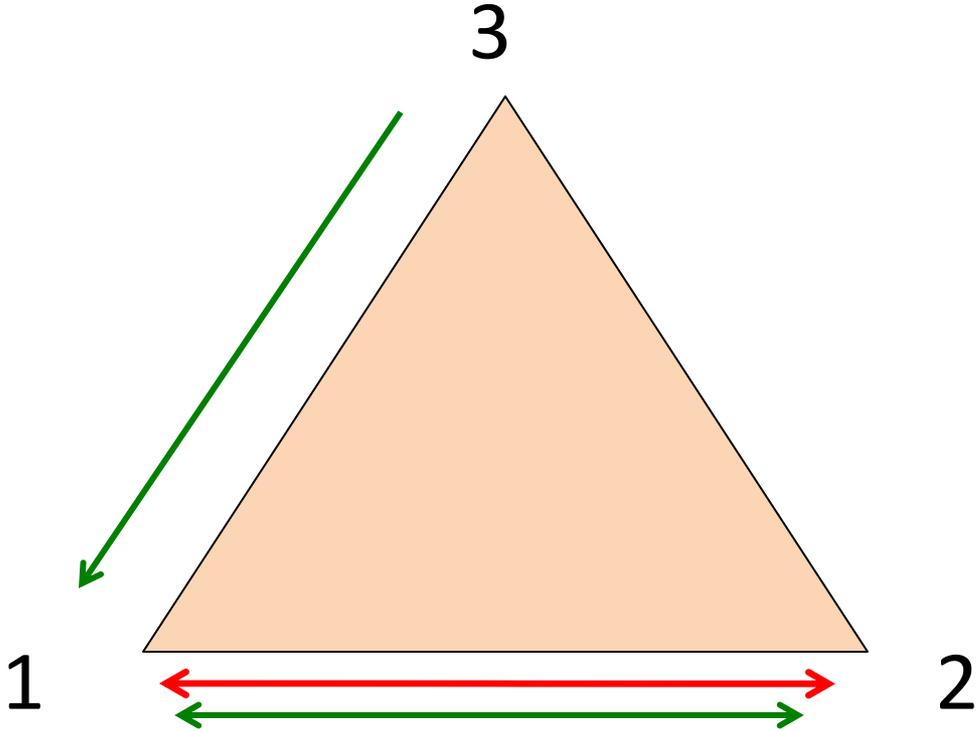
Prevent | Manage | Resolve

FACILITATED SOLUTIONS

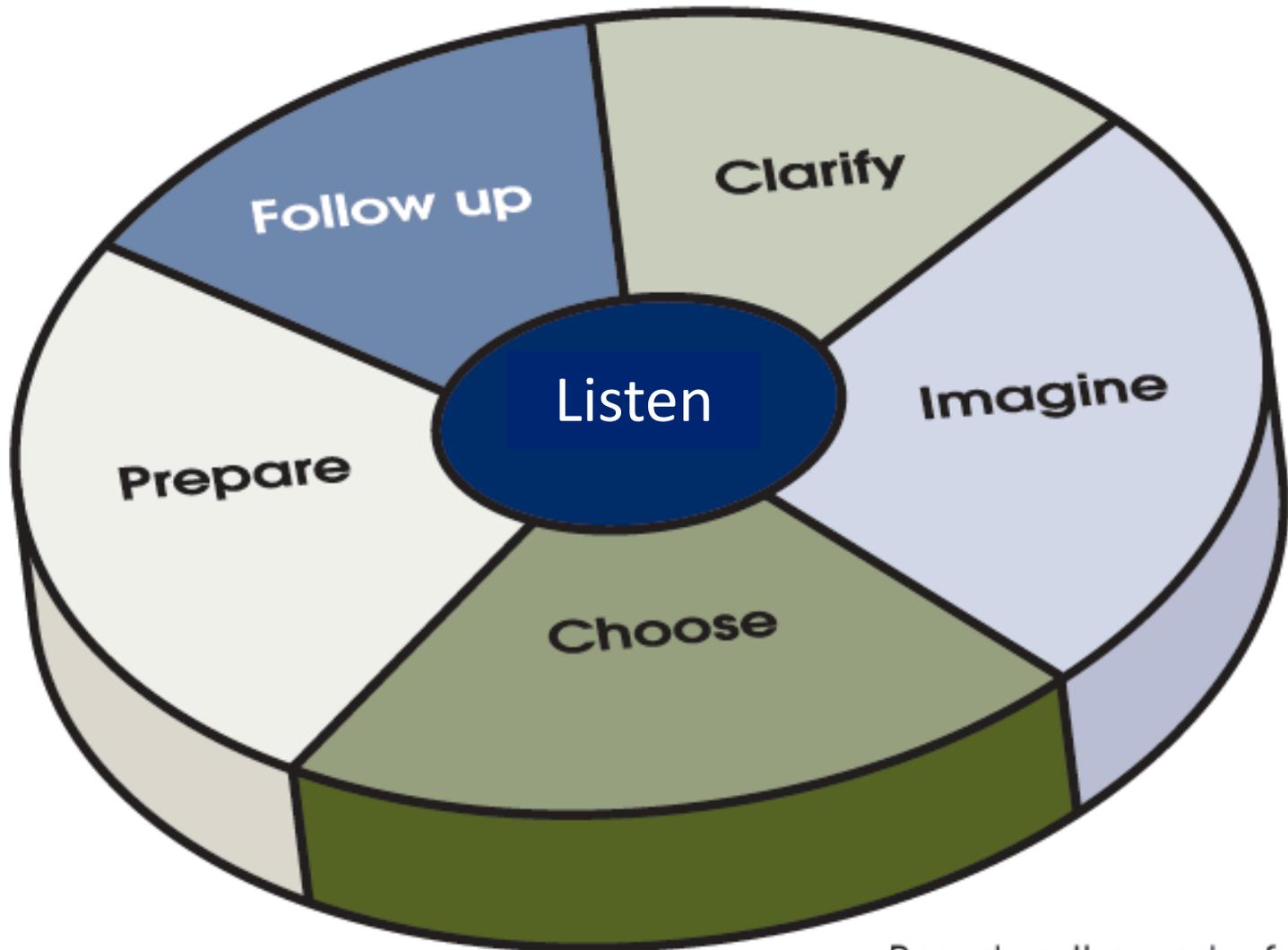
3 Buckets



Coach



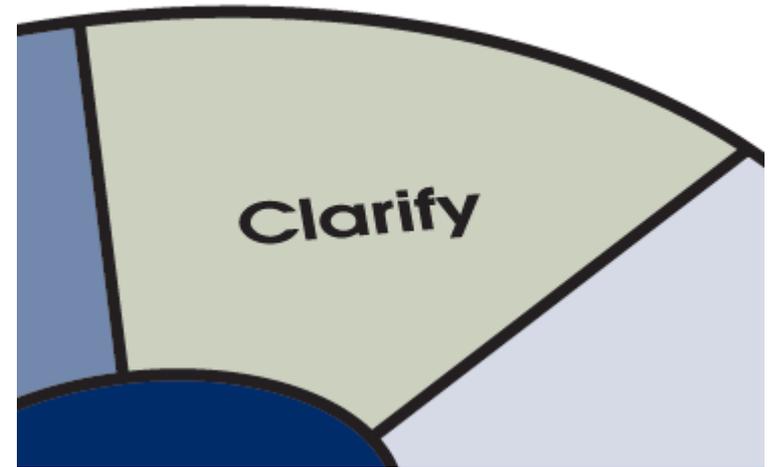
Coaching Process



Based on the work of
Resolution Skills Centre

Some Clarity Questions

- What Happened?
- Where are you at?
- What do you have control of?
- What did you do to help?
- What is story are you telling yourself?
- What are the facts? What do you know for sure?
- What has been your approach?
- How has that been working for you?
- What is the core challenge? Issue to address?



Imagine Questions

- What would great look like?
- What is your goal?
- If things were better between the two of you in a month what would that look like?
- How would you like to work with someone in that role?
- What have you done to help make that happen?



Shift from WHY to What or How Questions

FROM: Why did you do that?

TO: What were you hoping to see happen?

FROM: Why doesn't anyone tell you anything?

TO: What kind of information do you need? Or

How could you get the information you need?

Evaluate and Imagine in the Context of Reality

Yourself

Given the givens...

How am I doing?

How will I succeed?

Others

Given the givens...

How are they doing?



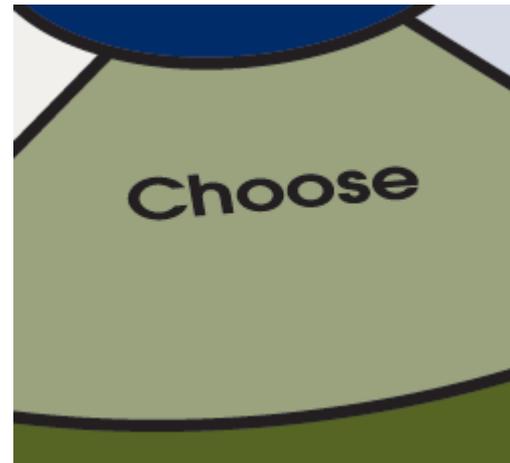
**And you thought
there was stress
in your life !**

Choose Questions

- What are your options?
- What could you do that would help?
- What is the (Insert value) thing to do?

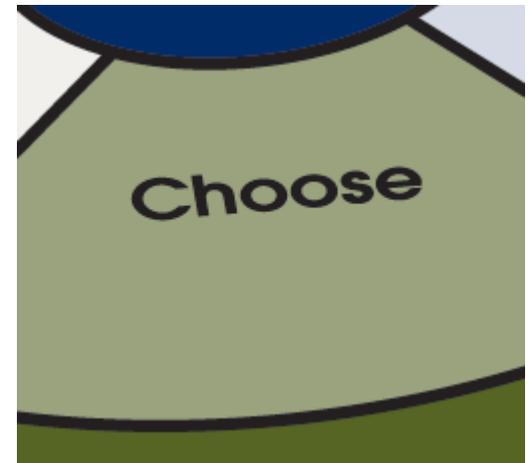
4 OPTIONS

1. Accept it
2. Change it
3. Leave it
4. Stay miserable

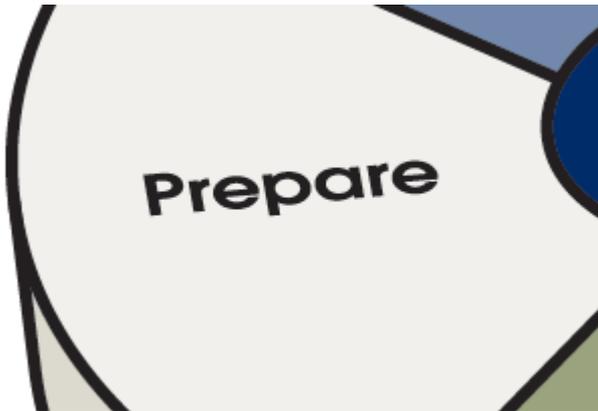


Choose: Explore Options

1. Let it go
2. Change how I view or act in the situation
3. Talk to the other person about it
4. Have someone facilitate/mediate the conversation
5. Get more information
6. Take it to a higher authority
(formalize it)



Prepare Questions



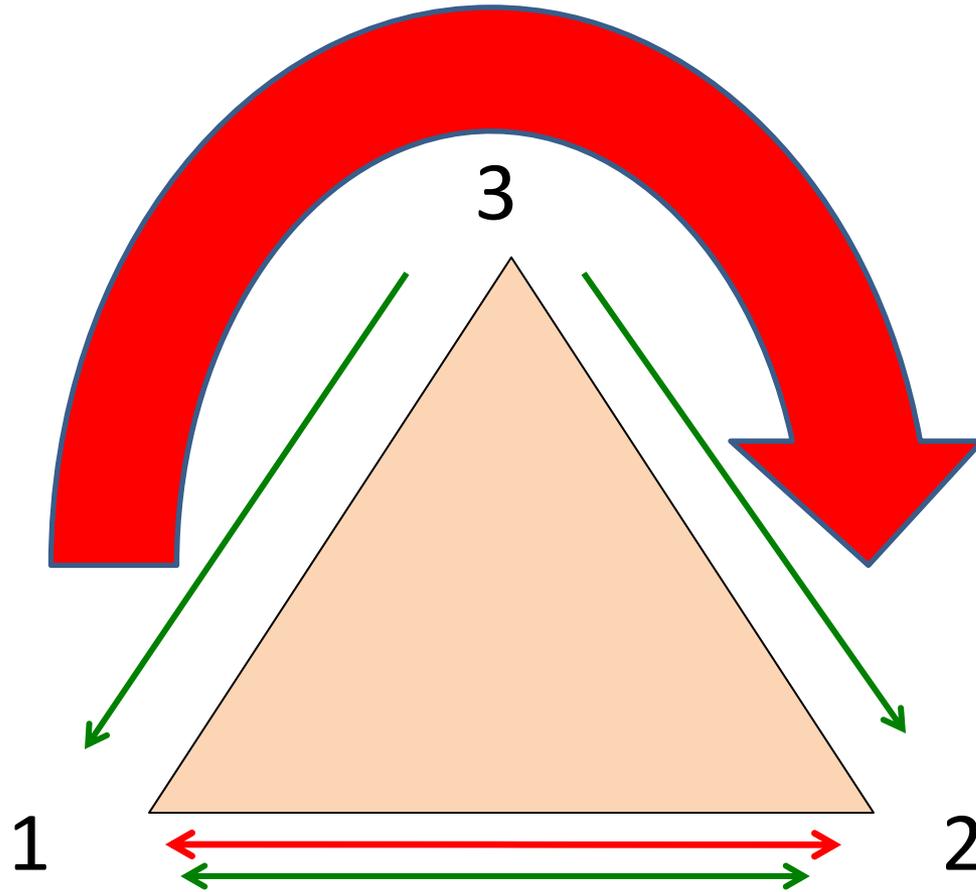
- What is your next step?
- How will you approach it?
- How would you say it? Do it?
- What if anything do you need to be able to do this?
- What might be hard?
- How would you handle that?

Follow up Questions



- How did it go?
- What worked?
- What was hard?
- What did you learn?

Facilitate



FACILITATED SOLUTIONS

Mediators & Conflict Management Specialists

Prevent | Manage | Resolve

THANK YOU!

Please send your feedback on this session
and your topic suggestions to **Sandy** at
skh@workplaceconflict.ca

To receive notifications on future sessions please sign
up at workplaceconflict.ca or familyconflict.ca

FACILITATED SOLUTIONS

Mediators & Conflict Management Specialists

Prevent | Manage | Resolve

Next Week June 12th

10:30 CDT

Summer Send off – Q&A Session

Resources from today's session will be posted on our website

www.workplaceconflict.ca