



Navigating Conflict and Proactively Coaching

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Today's Focus

Objectives:

1. Recognize and reframe conflict as a driver of organizational success.
2. Apply structured conversation processes to move conflict toward resolution.
3. Align team focus on end goals to achieve winning outcomes over arguments.

Chat Room Question

When you think of a time you have had to deliver a difficult conversation, what caused you the most stress?

Stressful Interactions

1. Heightened levels of perceived threat
2. Shut down of critical thinking
3. Decision-making becomes limited.
4. Focus on self-preservation
5. Physical reactions



Reframing Conflict

Paradigm Shift

1. Refocus mindset.
2. Become a student of communication styles.
3. Focus on collaboration.



Relationships
Rise & Fall
One Conversation at a Time

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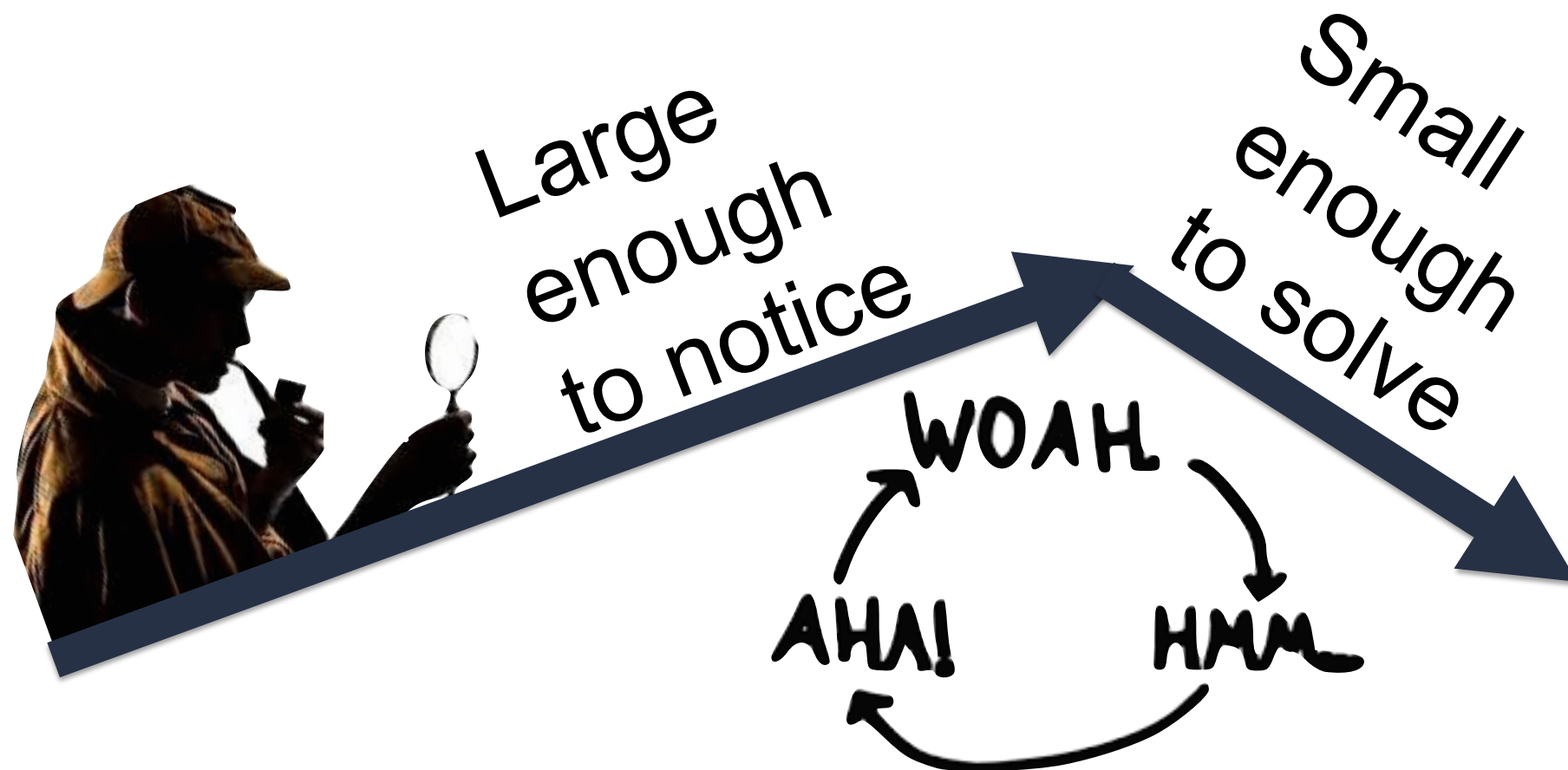

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Chat Room Question

When do you know it is time to
have a feedback conversation
with someone?

Navigating Critical Conversations



B i t t e r n e s s
has great study habits!

Enabling Mindful Messaging

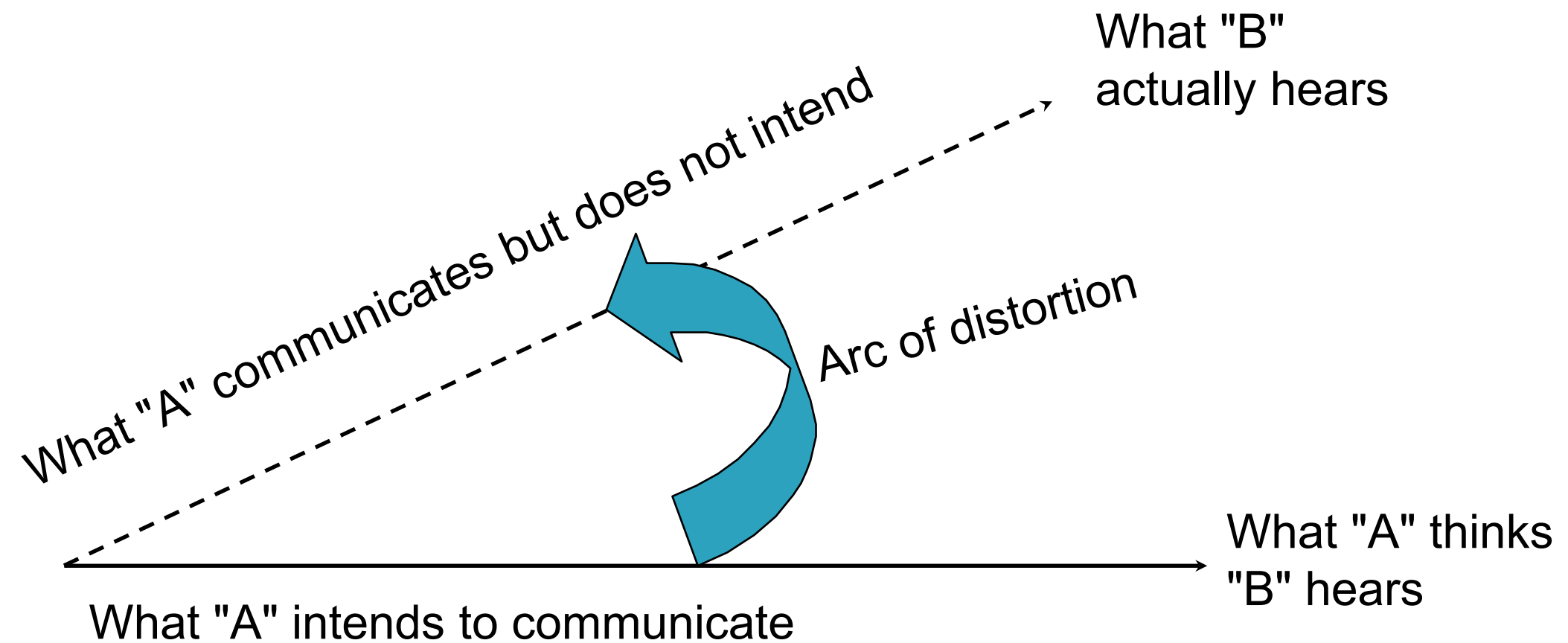
Mosaic Definitions

Feedback

Whenever you are interacting, you are, in fact, giving feedback.

1. The exchange of information involves both performance expected and performance exhibited.
2. Constructive feedback can praise good performance or correct poor performance and should always be tied to the performance standards.

Arc of Distortion



Engage Mindful Messaging

What message are you sharing?

Coaching	Developing	Consequential Conversation
1. Guiding process improvement 2. Guiding competency improvement 3. Intent to improve performance	1. Advancement of skill/knowledge 2. Expanding viewpoints 3. Provide learning avenues for practice	1. Systematic conversation to improve inadequate performance 2. Designed to course correct behaviors 3. High-stakes outcome clearly identified

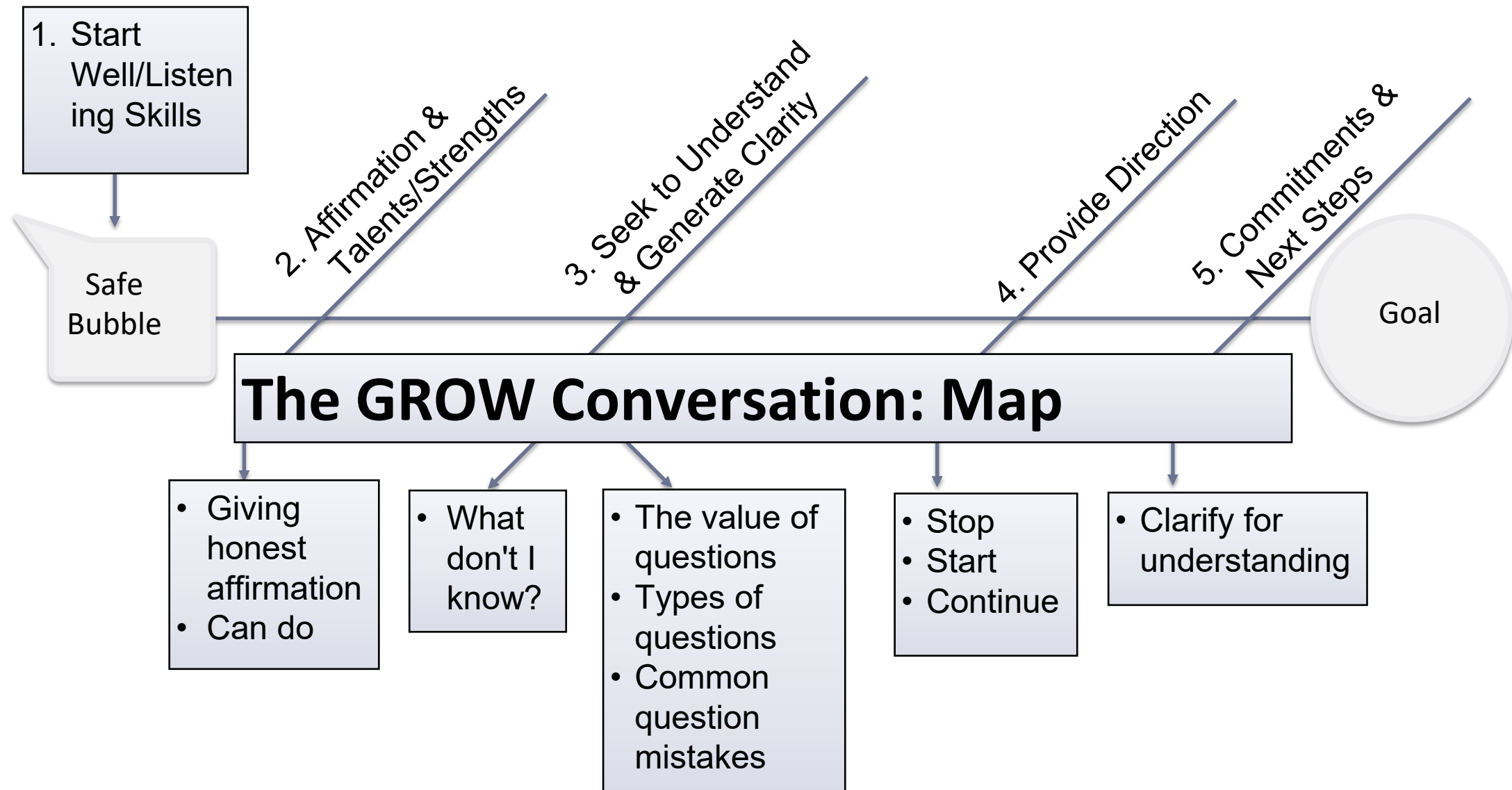
Knowing *WHEN* to Coach, Develop, or Have a Difficult Conversation

Assess & Invest

\$=Coach & Develop	\$=Difficult Conversation & FF
Can	Can't
Will	Won't

Define the RIGHT OUTCOME & HOLD ACCOUNTABLE.

Coaching and Growing Conversations



Chat Room Question

How does the “Coaching and Growing Map” help you the most right now?

Building Team Alignment

Listen & Learn First Before You Speak

Aligning teams when conflict occurs:

1. Creating safety and trust.
2. Setting shared and clear expectations.
3. Defining team outcomes with measurable goals.
4. Clarify roles and individual contributions.



Curiosity-Driven Listening

The Currency of Relationships and Resolutions

Connective Labor: The ability to connect to others through **listening, responding, and understanding.**

1. The focus becomes understanding - not judgement.
2. Collectively, we shift to problem solving, not right vs. wrong.
3. The outcome becomes humanizing one another, not dehumanization when we don't agree.

Questions, Thoughts, or Reflections?

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