

Managing Conflict in the workplace



Where can I grow in handling conflict?

Where can I be more open to different outcomes?

How can I flexibly implement my vision?

What can I let go of (in terms of expectations or assumptions)?

Brainstorming

What expectations do we have, in our school?



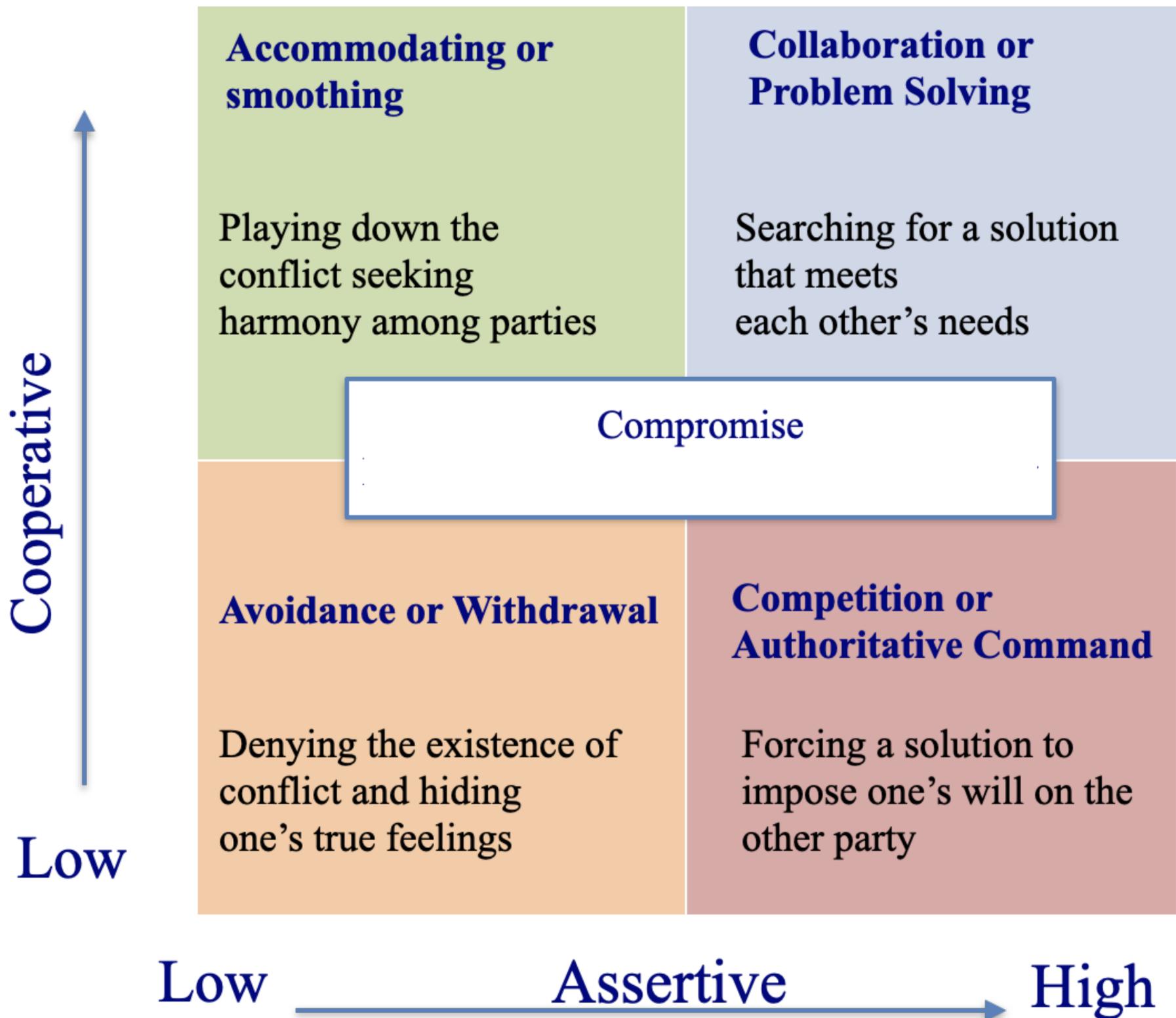
Expectations of
the children

Expectations of
co-workers

Expectations of
parents

Expectations of
leadership

HOW DO YOU REACT TO CONFLICT?

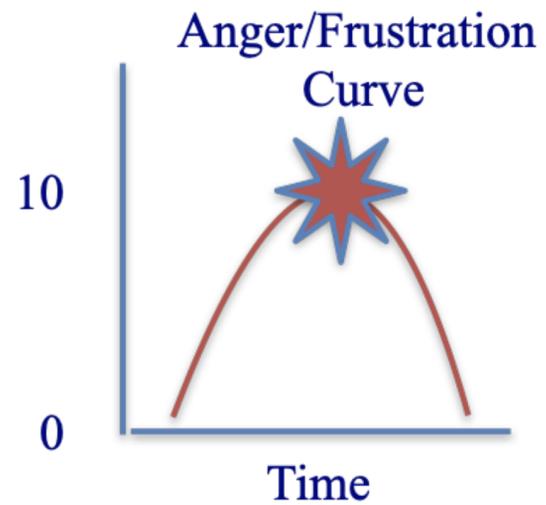


Mindfulness when emotions hit!

- Notice your body sensations.

Take a few slow breaths

- Name it to tame it.
- Accept the feelings – like a crashing wave.
- Know your emotions are not permanent.
- Be curious about what they are really about.
- Don't try to control the feelings. Focus on what you can do to move forward.



How do you take care of yourself?

Examples:

Getting enough sleep

Using breaks to take a walk

Taking Deep Breaths through the day

Music in the classroom

Escalate at the right time, to the right person, in the right way.



Don't make it personal.

"I'm feeling...
(not "You are...")

Focus on shared goals/solutions. Ask for what you want. (not just what you don't want).

"I'd like if we could...."

"I think it's important..."

(shared goals)

Focus on

collaboration:

Problem-solve

"How can we make this better?"

Be brief. Be truthful. Be kind.

PRACTICE in groups of 3

(1 person observing, the other 2 as coworkers:

How would you escalate at the right time?

In the right way? To the right person?

1. Your teammate is on their phone a lot during the day, and you are frustrated, because you had to take more of a lead to "do all the work".
2. Your teammate decided to do something else with the kids today, different from your regular routine, and you are frustrated. You want to have your ideas matter too.
3. You don't like several things about your teammate, so you start talking a lot to your other friends at work about how annoying he/she is. You just wish she/he wasn't so _____.
4. Your teammate had a fight with their boy/girlfriend last night and snaps, "just don't talk to me today", and walks away.