What skills and attributes do you associate with effective conflict resolution?
Conflict Escalation

Conflict will escalate naturally unless someone or something intervenes.

The Key to Success

- Self awareness / emotional intelligence
- Honesty, integrity, trust and respect
- Communication skills
- Collaboration
- A focus on building a positive culture
- Humility
Self Awareness is Important

There are many tools to assist with self awareness:

- Thomas/Killman
- James Redfield

The Satisfaction Triangle

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The Key to Success

Communication Skills
- Actively listen
- Open questions
- Reflect / reframe

The Communication Ladder
- Active Listening
- Open Questions
- Reframe the Interest
- Summarize & Move On
Extra Tools for Your Toolbox

- Ratchetting
- Venting
- Exaggeration
- Silence

What are some of the risks you may encounter in implementing an innovative project/idea in your organization?
The Traditional Two Step Problem Solving Process

- IDENTIFY THE PROBLEM/ISSUE
- DECIDE ON A SOLUTION

The Innovative Four Step Problem Solving Process

1. Identify
   - The Problem / Issue

2. Identify
   - The Goal(s) / Interests You Are Trying To Achieve

3. Generate
   - Possible Options to Advance those Goals/ Interests

4. Decide
   - On the Solution(s) that Best Advance the Goals/ Interests
What are some of the risks you may encounter in attempting to de-escalate a conflict situation?

The Keys to Success

- Establishing and maintaining a positive culture
- What type of culture do you want your board to have?
Enemies of a Positive Culture

- Absence of trust
- Fear of conflict
- Lack of commitment
- Avoidance of accountability
- Inattention to detail


What Drives Organizational Culture?

The tone at the top (board and management) establishes the environment.

- Model a collaborative tone
- Shift judgement to curiosity
- Adhere to interpersonal values of trust, respect, integrity, honesty, caring
- Model a learning mentality; search for knowledge, understanding and insight
Dynamics Around the Table

Tips for dealing with issues of table dynamics:

Process for decision-making
- Consistency
- Appropriate level of information
- 4 step process
- Setting the room

Thank You

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