Look Beyond The Problem
WHAT’S MY STYLE

• Characteristics each animal would represent in relation to how they might approach conflict. E.g. only interested in their agenda.

• A phrase that describes their style? E.g. ‘My way or no way!’

• Who wins, who loses? E.g. I win, you lose.

• Are there advantages or disadvantages of using each style? E.g. useful when decisions are required quickly.
SCENARIO

Your team are meeting to discuss how to improve communication across the residence. The current issue that is creating concern is:

• People are not taking the time to explain how to do different tasks.

The supervisor starts the discussion by saying,

“Look we have a major problem, we have a lot of new staff and casual staff who don’t know our systems and processes. They are not being shown how to complete tasks correctly and this has resulted in tasks not being completed safely. So what’s going on, how can we improve this?”
My Approach

1. First priority – good relationships!
2. The problem is the problem, not the person!
3. See it through my eyes!
4. Listen first; then talk!
5. Stick to the facts!
6. Think outside the square!