

Communication, Resolving Conflicts, Building Confidence, and Positive Outcomes



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Sometimes in our volunteer, family and professional world, it seems like our communication goes like this:



Communication is one of the biggest challenges in any relationship... parental...family... neighbourhood...volunteer roleand of course.... workplaces. Communicating for success can bring about some of the best outcomes: synergy, great ideas, resolution, and understanding, to name a few.

Conflict is a natural aspect of working relationships and exists at many levels within any organization and volunteer councils, however can be one of the most challenging situations volunteers and committee members deal with. Well-managed conflict can lead to improved performance and productivity, heightened morale, collaboration, innovative solutions to everyday problems, and strengthened working relationships. When conflict is avoided or poorly managed, people run the risk of damaging relationships, allowing conflicts to take on a life of their own and negative impacts on productivity and performance in a negative way.

This presentation will provide you with the essential tools, skills and processes that contribute to healthy and responsive communication, courageous dialogue and, conflict resolution.

The problem with communication ... is the illusion that it has been accomplished.

George Bernard Shaw

How many times have you cringed at the thought of having to confront a persons' difficult behavior? Wondered if you avoid the person the situation would improve? Pass the situation along to someone else? Drop hints and hope they read between the lines? Struggled to get the dialogue back on track when it went off the tracks? Dealing with people can be the most challenging (and time consuming) aspect of being on a team teamwork. And, communication is one of the most important skill sets.

Business is **80%** people- Success at these conversations involves a few key ingredients: willingness, courageous dialogue skills, learning what gets in the way and effective strategies to overcome the obstacles, and a model to **shift** from a confrontation to a conversation.

The most important thing in communication is to hear what is **NOT** being said (P. Drucker), and to do that you must be present and interested. It's about how you are showing up and who you are being that really matters.

Group Exercise:

What are the difficult or challenging conversations you deal with in your role?

What about them makes them difficult?

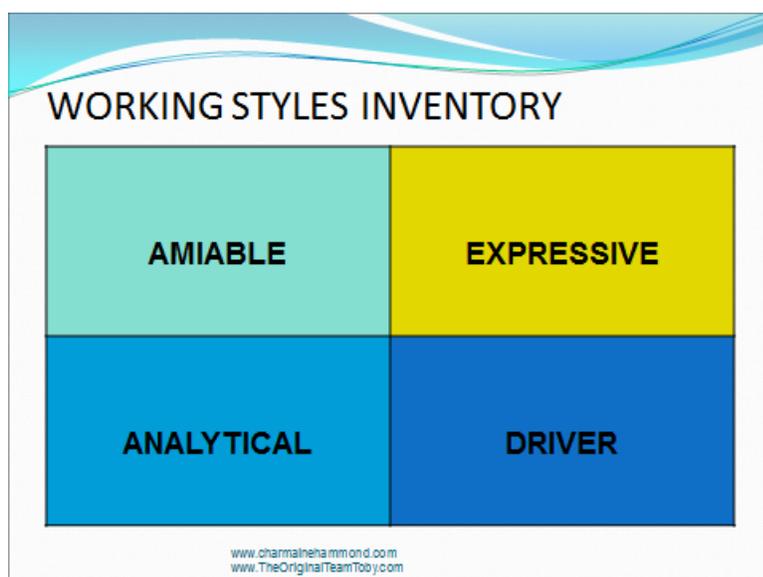
Five Reasons Conversations Turn into Confrontations...

- 1.
- 2.
- 3.
- 4.
- 5.

Courageous Dialogue....

Having the conversations that matter most and are mostly avoided.

How Working Styles Impact Communication



Amiable:

Expressive:

Analytical:

Driver:

Speaking with Credibility, Confidence and Clarity

VALUE Method of Communication:

V-

A-

L-

U-

E-

What icebergs have to do with courageous dialogue

A Simple Communication Model....

1: Set the Stage:

Tasks in Stage One	Tips for Success
To set a comfortable environment for the conversation. Set some courtesies for the conversation (e.g. privacy, letting everyone finish thought without interruption, etc.)	<ul style="list-style-type: none"> - Privacy - Neutral meeting space

2: Define the issue:

Tasks in Stage Two	Tips for Success
To clearly determine what topics/issues are to be discussed in the conversation. Think of this like setting an agenda. Create the agenda then deal with one issue at a time.	<ul style="list-style-type: none"> - Clearly identify the issues for discussion. - Ensure agreement to discuss these topics/agenda items/issues. - Pick an issue to start with (usually one with highest potential of successful resolution) - Deal with one issue at a time.

3. Explore perceptions and interests

Tasks in Stage Three	Tips for Success
This is the dialogue, spend most of your time here. Each person sharing perspectives, asking questions and	<ul style="list-style-type: none"> - Listen actively - Ask Questions (who, what, where,

paraphrasing what you hear. Goal is to understand, not to be right.	<p>when, why and how)</p> <ul style="list-style-type: none"> - Listen for clues of what is important to the other person - Check understanding - Remember the iceberg
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4. Options for resolution

Tasks in Stage Four	Tips for Success
Brainstorming solutions that meet both/all parties needs the best.	<ul style="list-style-type: none"> - Brainstorm list then evaluate options - Write them down so everyone can see

5. Follow up

Tasks in Stage Five	Tips for Success
Choose a solution. Follow up to ensure it is working.	<ul style="list-style-type: none"> - Summarize agreed upon solution before wrapping up conversation. - Set a time to reconvene to follow up.

Getting back on track when dialogue goes off the rails

My SHIFT to Courageous Dialogue 30 day commitment:

Charmaine Hammond, MA, BA is an international transformational speaker, bestselling author, radio host, and successful business owner of 17 years. She has been in the business of changing lives for 25 years! Charmaine is also an award winning and bestselling author of ***On Toby's Terms***, ***Toby The Pet Therapy Dog – and his hospital friends***, ***Toby The Pet Therapy Dog Says Be a Buddy Not a Bully***, and ***Bounce Forward***, and has been published in ***Chicken Soup for the Soul- What I learned from the dog*** (Sept. 2009). She is also co-author of the book ***GPS Your Best Life***.

She has been featured on CBC, CTV, Global TV, 820 CHAM, Alberta Prime Time News, many major newspapers including Metro News National Canada, US and New York, and in various magazines. She has also featured as a host of a popular radio show: PAWsitive Radio. You can listen to the show at: <http://www.blogtalkradio.com/teamtoby>

Our Services:

Speaking:

Charmaine Hammond is a sought after respected expert as a keynote, seminar or breakout speaker at conferences, meetings, seminars and other events. She has also emceed a number of events.

Corporate Training:

Whether it be your corporate training program, a train the trainer initiative or developing a new corporate training program, Charmaine's skills and experience create transformational training experiences and long lasting change.

BRING THE POWER OF CHANGE TO YOUR ORGANIZATION!

Charmaine knows how to foster transformation and accelerate the personal achievement and professional success of organizations, and individuals everywhere. To inquire about inviting Charmaine to speak at your next event, provide corporate training, facilitate a team building process or a business mastermind/success circle meeting contact Christopher Alcock, CEO Hammond International at 780-405-7463 or by email at chris.alcock@hammondgroup.biz. Visit Charmaine's websites at www.charmainehammond.com or www.TheOriginalTeamToby.com

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