



***TURNING CONFLICT
INTO CAMARADERIE***



**SUPER SATURDAY
OCTOBER 13, 2018
12:45PM - 1:45PM**

WELCOME

Introductions: Name, Role and Your Favorite Superhero

Group Guidelines & Norms – discussion based session.

The differences between conflict and camaraderie... and why both are important.

Strategies and techniques that can help to build the bridge between conflict and camaraderie.

Difficult Conversations

Self – Care

Question & Answer Session

Evaluations & Feedback

HELLO!

Name
Position/Role
Favorite
Superhero



***BEING PRESENT AND ACTIVE
IN CONVERSATIONS.***

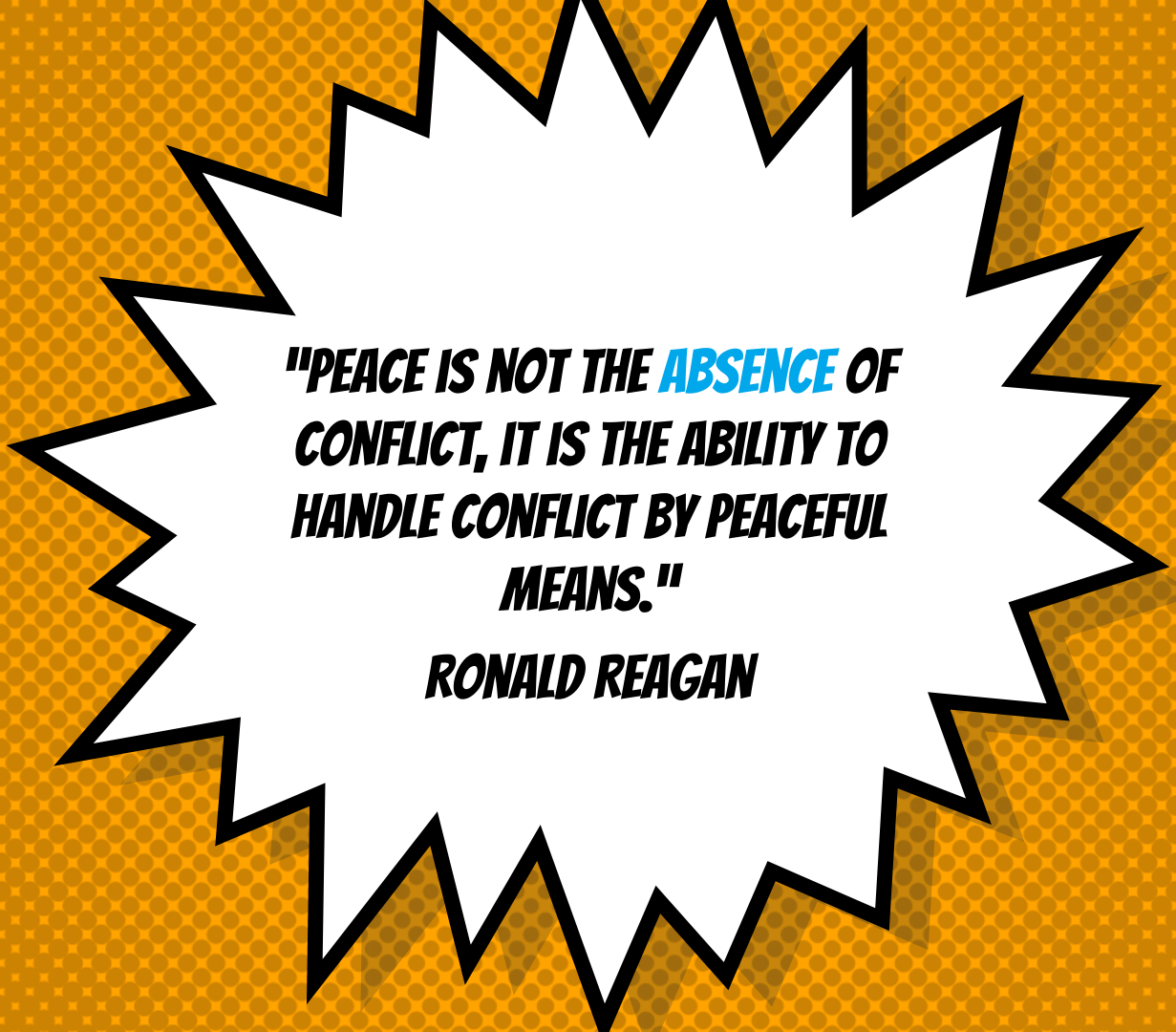
***KEEPING CONFIDENTIALITY BY
PRESERVING ANONYMITY OF
OTHERS AND OCCURRENCES.***

***PRACTICING PERSONAL SELF
CARE AS NEEDED.***

GROUP GUIDELINES & NORMS

Can we agree to:





**"PEACE IS NOT THE *ABSENCE OF*
CONFLICT, IT IS THE ABILITY TO
HANDLE CONFLICT BY PEACEFUL
MEANS."**

RONALD REAGAN



CONFLICT:

- × Definition: (VERB) be incompatible or at variance; clash.
- × Can occur between different stakeholders
- × Might be the result of a misunderstanding or miscommunication
- × Can be uncomfortable and stressful.

Conflict is inevitable, especially when you work closely with people.



CAMARADERIE:

- × Definition: (NOUN) mutual trust and friendship among people who spend a lot of time together.
- × Can occur between different stakeholders
- × Can be sustained through common vision.
- × Often results in greater action and commitment.

Camraderie can be the byproduct of shared vision.



BIG **PICTURE VISION**

A space-themed graphic featuring a white planet with a ring system, several yellow stars, and a white rocket ship with a grey base, all set against a purple background with a white dot pattern.

Continuing at all times to keep the vision, mission and values of your program center at the forefront will help to curb conflict and promote camaraderie within your program.

WHEN CONFLICT OCCURS:

Do you avoid it?

- Avoiding conflict can cause escalation, personal stress, and deterioration on relationships.

Do you react to it?

- Reactions can be fueled by emotions, resulting in things said or actions done that cannot be taken back.

INSTEAD...

Recognize and Address it.

- By recognizing conflict, we can be the catalyst for positive change.
- Empower ourselves to be honest with our stakeholders.
- Further strengthen the vision, mission and values of our program.

REMEMBER...

Conflict resolution should be...

- Addressed in a respectful and professional manner, and immediately (or soon thereafter).
- Objective.
- Private.

First attempt to resolve conflict privately. If it continues, and you need support, involve a mediator (usually a supervisor).



STAY C.A.L.M...

C – Clarify the Issue

A – Address the Problem

L – Listen to the Other Side

M – Manage Your Way to Resolution

<http://www.crmlearning.com/blog/wp-content/uploads/2015/12/conflict-infographic.pdf>



KNOW YOUR TEAM!

Conflict and camaraderie are both a part of building relationships. Knowing the strengths and growth areas of your colleagues may help to prevent conflict.

Ways to get to know your team:

- Goal Setting
- Personality Tests (be sure to get permission prior)
- Professional Development Trainings
- One on One Meetings or Site Meetings
- General Conversation (keep it appropriate when in the field)



CAMARADERIE:

Trust

- Can you be counted on?
- Are you reliable?
- Do your colleagues have confidence in your ability to get the job done? Why or Why not?

Helping Each Other

- Do others come to you for support?
- Are you willing to help others out?
- What makes you a good teammate?

Laugh & Have Fun Together

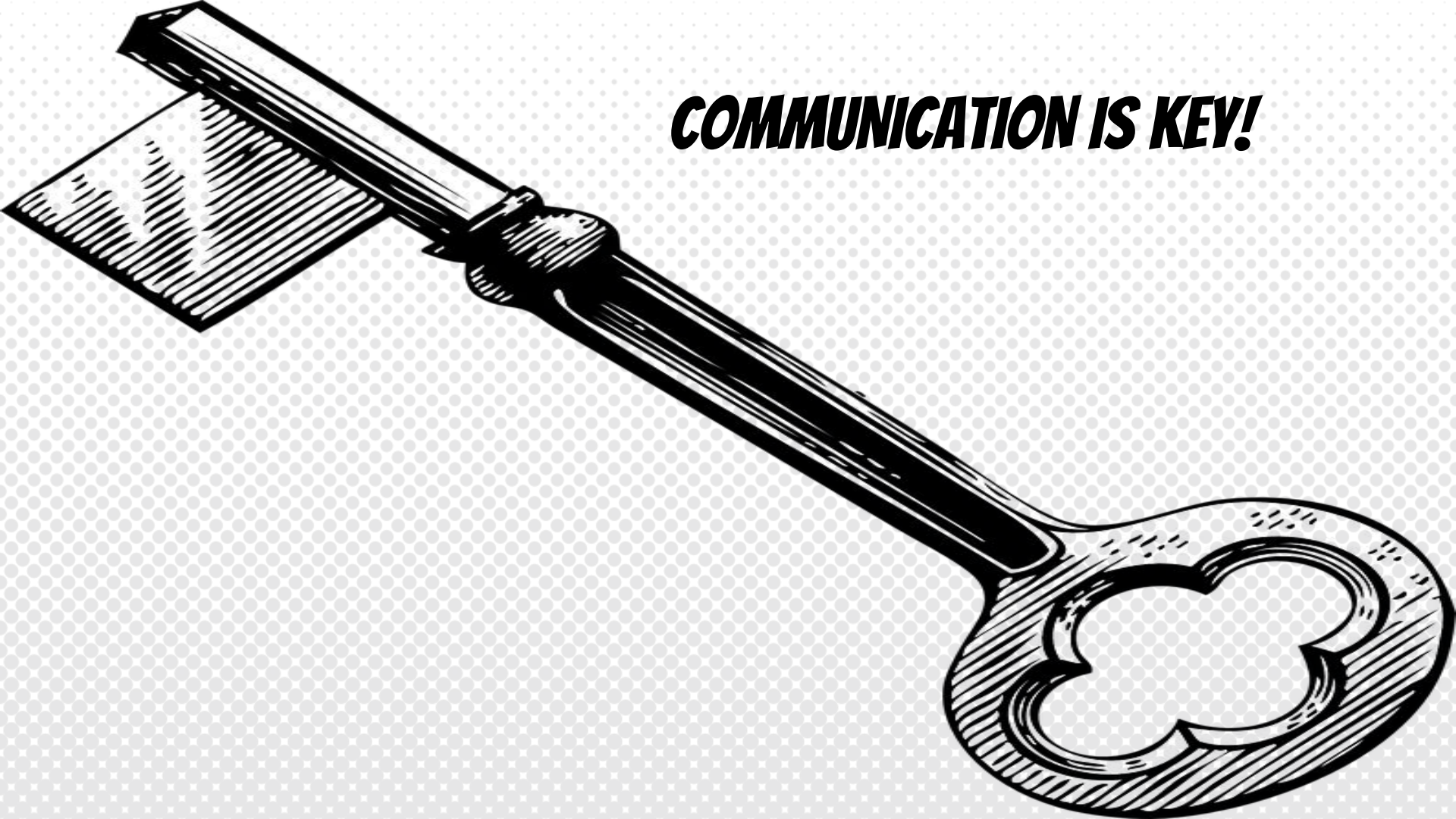
- We work with kids! There are always opportunities to have laugh and have fun together!

TEAM BUILDING:

Deserted Island

At your table group, determine how you would survive as a team on a deserted island. What roles would each of you have?

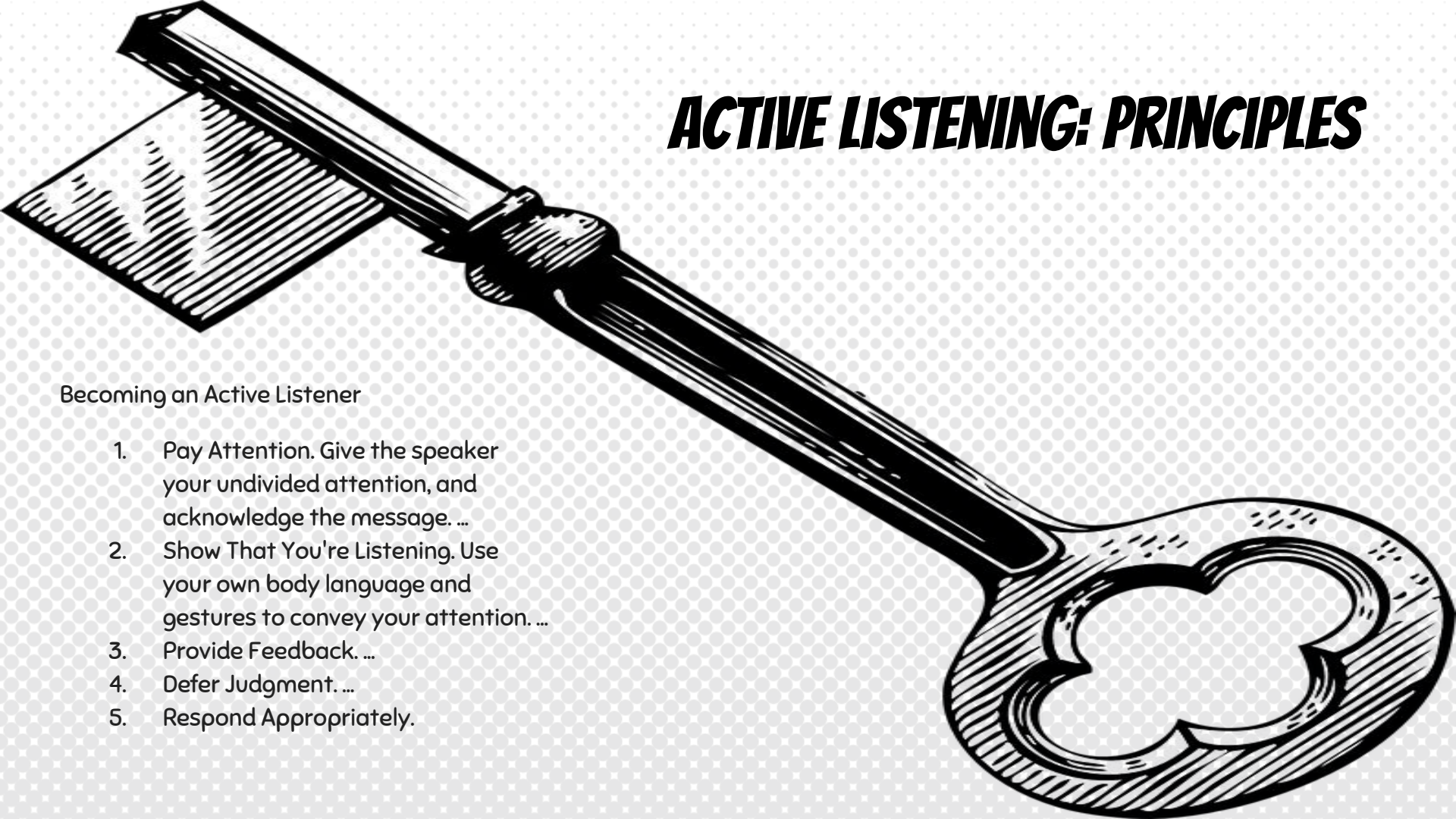
COMMUNICATION IS KEY!



ACTIVE LISTENING: PRINCIPLES

Becoming an Active Listener

1. Pay Attention. Give the speaker your undivided attention, and acknowledge the message. ...
2. Show That You're Listening. Use your own body language and gestures to convey your attention. ...
3. Provide Feedback. ...
4. Defer Judgment. ...
5. Respond Appropriately.



ACTIVE LISTENING: PRACTICE

Listening to Hear, Not to Respond.

Partner Up:

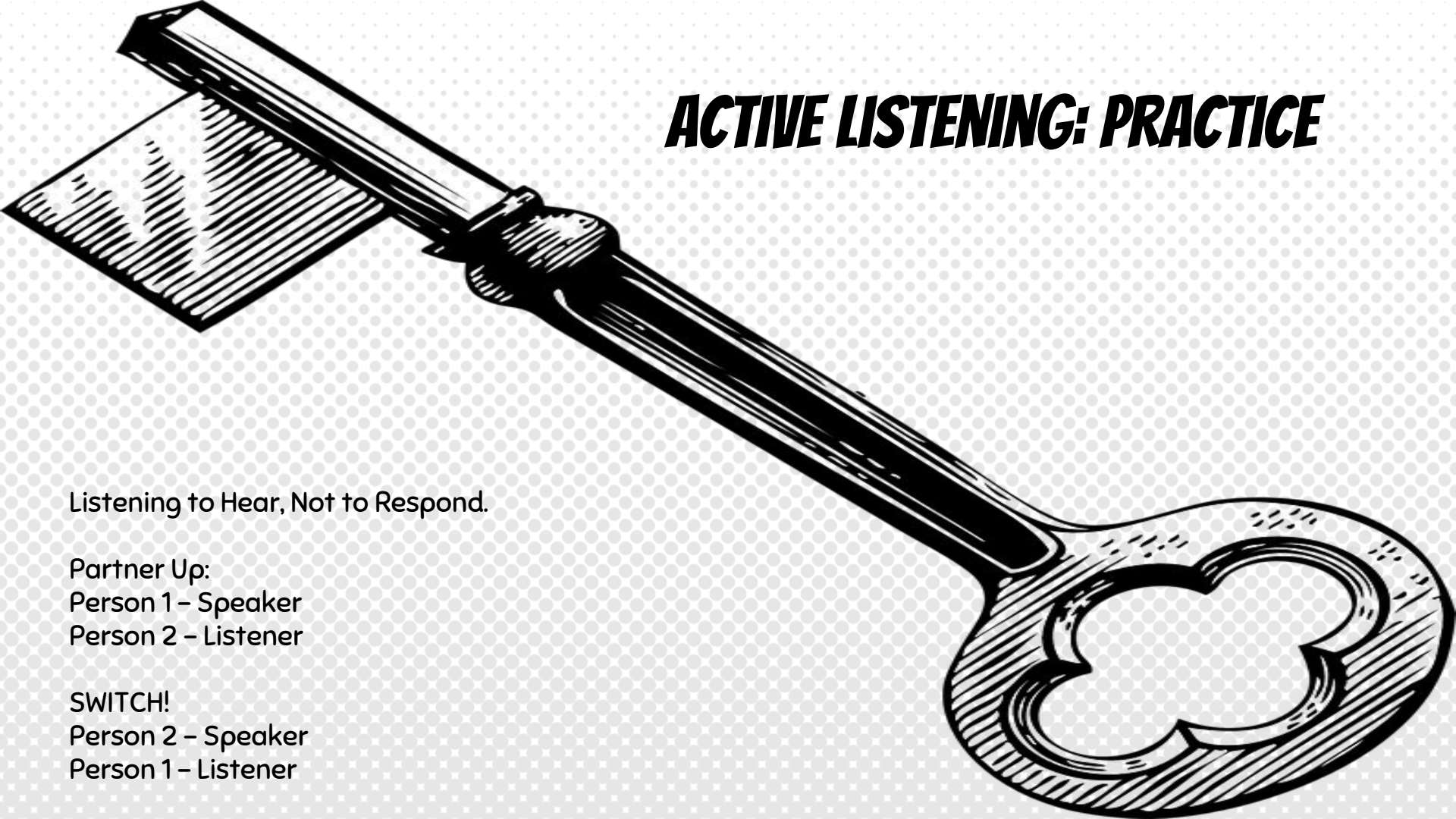
Person 1 – Speaker

Person 2 – Listener

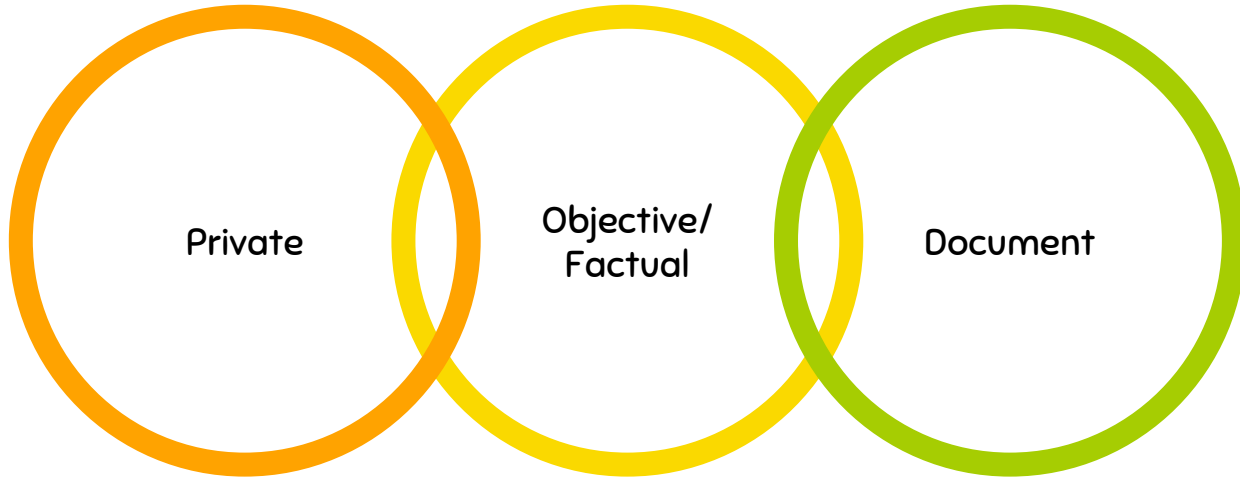
SWITCH!

Person 2 – Speaker

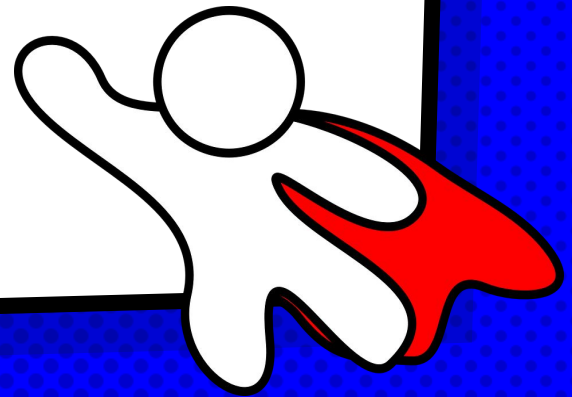
Person 1 – Listener



DIFFICULT CONVERSATIONS



***QUESTION &
ANSWER***



SELF-CARE



***WANT TO USE THIS
SLIDE DECK FOR
FUTURE TRAININGS
WITH YOUR STAFF?***

<https://goo.gl/DrJykw>



MEREDITH WHITE

Brea Olinda Unified School District

mwhite2@bousd.us

