
Positive Effect Leadership™



Building Relationships Through Disagreement

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How do you feel about conflict?

- **At Work?**
- **At Home?**

10 – very comfortable

1 – don't like it at all

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**Psychological Safety is the
KEY!**

How do we create it?

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Ask yourself:

*Do I Want This
Relationship?*

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Do you want to:

- *Accept the person
as they are?*

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Do you want to:

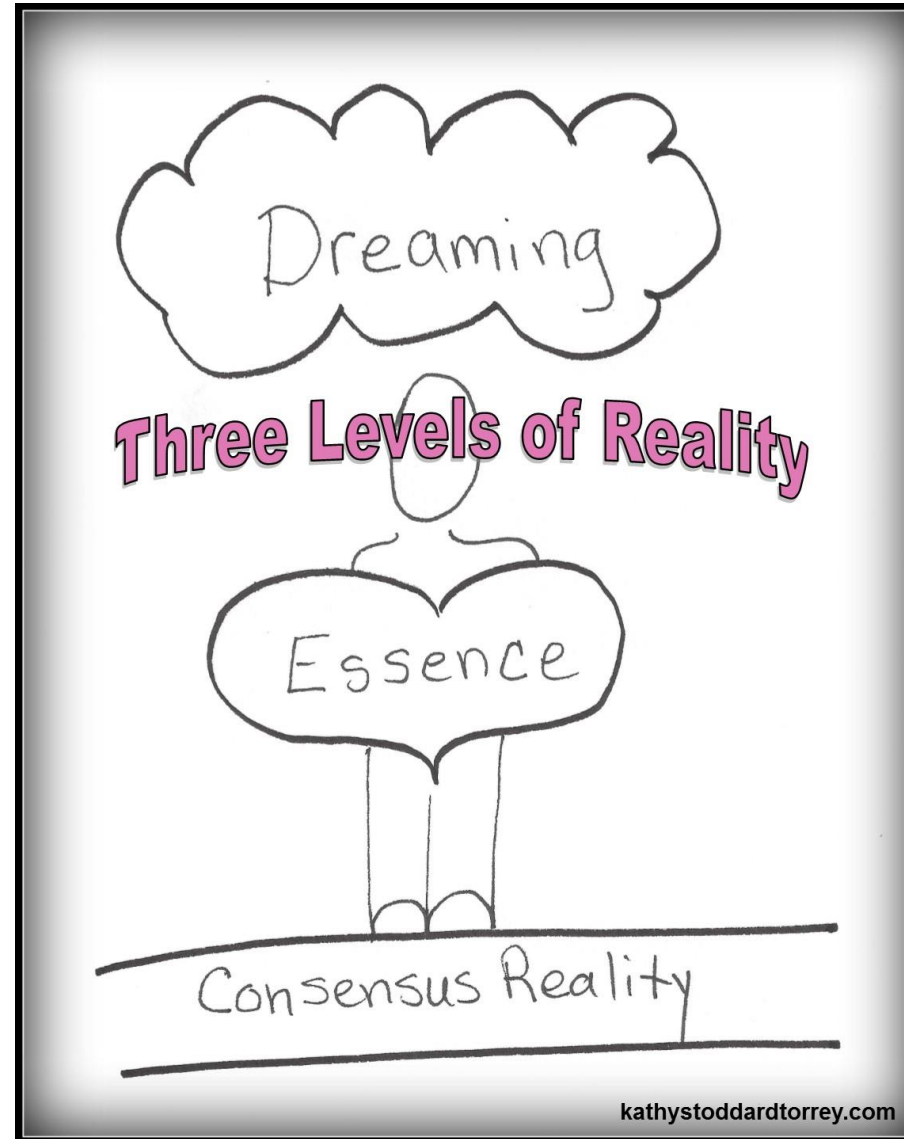
- *Change the relationship?*

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In a conflict, ask yourself:

Does It Matter?

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Start with:

A Soft Start

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Use “I” Statements:

I [feel this] when [this happens] because [effect the event has on me].

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Be sure to:

*Listen for the
Fact and Feeling Parts
of the Message*

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Don't forget to:

*Hold Tight to
Your Desired Outcome*

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Summary

1. Create Psychological Safety by being trustworthy all the time.

Summary

- 2. Your choices are to:**
- *Change the relationship*
 - *Accept the person*
 - *Leave the relationship*

Summary

- 3. To create a positive relationship:**
- *Use a soft start*
 - *Listen for understanding*
 - *Remember your desired outcome*

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Summary

Bottom Line:

- *Is the relationship worth the effort required to maintain it?*
- *What kind of person do you want to be to the other person?*