



2020 Fall Leadership Conference

Moraine Park Technical College
Dave Kelly | America's Student Leadership Trainersm

Playing Well With Others: Dealing with Conflict and Drama

Sources of Conflict

Modes of Managing Conflict

- 1) _____: This style is characterized by low assertiveness of one's own interests and low cooperation with the other party. This is the "hiding the head in the sand" response. Although avoidance can provide some short-term stress reduction from the rigors of conflict, it does not really change the situation. Thus, its effectiveness is often limited. Avoidance does, however, have its place if the issue is trivial, people need to cool down, or the opponent is very powerful and hostile.
- 2) _____: Cooperating with the other party's wishes while not asserting one's own interests. If people see accommodation as a sign of weakness, it does not bode well for future interactions. However, it can be an effective reaction when you are wrong, the issue is more important to the other party, or you want to build goodwill.
- 3) _____: This style tends to maximize assertiveness for your own position and minimize cooperative responses. In doing so, you tend to frame the conflict in strict win-lose terms. Full priority is given to your own goals, facts, or procedures. The competing style holds promise when you have a lot of power, you are sure of your facts, the situation is truly win-lose, or you will not have to interact with the other party in the future.
- 4) _____: This style combines intermediate levels of assertiveness and cooperation. Thus, it is itself a compromise between pure competition and pure accommodation. Compromise places a premium on determining rules of exchange between the two parties. Also, compromise does not always result in the most creative response to conflict. Compromise is not so useful

for resolving conflicts that stem from power to asymmetry, because the weaker party may have little to offer the stronger party. However, it is a sensible reaction to conflict stemming from scarce resources.

- 5) _____: Both assertiveness and cooperation are maximized with the hope that integrative agreement will occur that fully satisfies the interests of both parties. Emphasis is put on a win-win resolution in which there is no assumption that someone must lose something. Rather it is assumed that the solution to the conflict can leave both parties in a better condition. Ideally, collaboration occurs as a kind of problem-solving exercise. It probably works best when the conflict is not intense and when each party has information that is useful to the other.

Prepared by Dr. Jenny Hughes, Agnes Scott College, Decatur, GA

What Do I Value?

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____
- 7. _____
- 8. _____
- 9. _____
- 10. _____

Dave's Five Concepts

- 1. If you have a conflict with someone and you do not take it _____ that _____, then it can't be _____.
- 2. Deal with conflict _____-on-_____: _____ in public, _____ in private.

3. Use the three _____ system: _____, _____, _____.
4. Learn to _____ the _____ from the _____.
5. Confront the _____ with a _____.

Confidence as a Leader: Finding Your Purpose

1. What is the earliest leadership responsibility you can remember having:

From this I learned: _____

2. What are some barriers, challenges, and obstacles that leaders face?

3. What are ways to overcome barriers, challenges, and obstacles to leadership?

4. Confident leaders have a _____ attitude. I practice a positive attitude through _____.

_____ creates _____.

Turn your _____ into _____.

The _____ is in the _____.

5. Your Gold Watch Ceremony

Your Campus Legacy

“Choose to make your imagination your ally. You do have a say about what pictures live in your head—and you can choose the most positive images to shape your life.” Jane Seymour, Actress

6. _____ to build confidence. _____ those things that you claim _____ over what you _____ now, or that you will have in the _____.

7. My Daily _____:

8. Watch for _____ moments and opportunities.

9. Five (5) Key Points to Confidence in Finding Your Purpose

a. _____
“Obstacles are those frightful things you see when you take your eye off your goal.” Henry Ford

b. _____
“Whatever you can do or dream you can, begin it. Boldness has genius, power, and magic in it.” Johann Wolfgang von Goethe (1749-1832)
“Make mistakes while the stakes are not too high.” David A. Kelly

c. _____: _____ and _____
“You are never given a wish without also being given the power to make it come true.” Richard Bach, Illusions

d. _____ and _____
“Opportunity is missed by most people because it is dressed in overalls and looks like work.” Thomas Edison, 1847-1931

e. _____:
“Here is a test to determine if your mission on earth is finished: If you’re still alive, it isn’t.” Richard Bach, Illusions

“Some people say I have attitude - maybe I do. But I think you have to. You have to believe in yourself when no one else does – that makes you a winner right there” Venus Williams, Tennis Champion

Making the Most of Your 24/7: Using Time Effectively

1. What would be on your business card?

2. Maximize your _____.

 - a. Work on that which is _____
 - b. Do the _____ thing first

3. Workspace: _____ to _____
4. Enemy of priorities: _____.

What distractions do you have in your life?

5. _____ your _____ to _____ your _____.
 6. You are in _____ of your _____.
 7. _____ through to a _____.
 8. _____ your time for study, work, and _____.
- Before your start to study, engage in programs, or play take a piece of _____ and write down everything that is on your mind that is _____ of what you are about to do. Put it in a safe place; this is your _____ list or thought page.
9. Divide your work into _____ short-range _____.
 10. Plan your day the _____.

As the adage says:

How do you eat an _____?

One _____ at a _____!

⊕	Task	Grade	Completed
1.			
2.			

3.			
4.			
5.			

<p>High Importance/ High Urgency</p> <p><i>Do first</i></p>	<p>High Importance/ Low Urgency</p> <p><i>Set deadlines for completion; work into daily routine</i></p>
<p>Low Importance/ High Urgency</p> <p><i>Find ways to get done quickly</i></p>	<p>Low Importance/ Low Urgency</p> <p><i>Usually busy or repetitious work</i></p>