



**Playing Well With Others:  
Conflict Resolution,  
Motivation, and Delegation**  
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**I. Personal Survey:** (True or False)

- |    |   |   |   |
|----|---|---|---|
| A. | I cannot trust others to be responsible                 | T | F |
| B. | I am afraid of losing control and results               | T | F |
| C. | The person at the top has all the answers               | T | F |
| D. | It is easier and faster to just do it yourself          | T | F |
| E. | Delegation diminish your prestige and authority         | T | F |
| F. | I don't want to be left out of recognition for success  | T | F |
| G. | Other people are just too busy to take responsibilities | T | F |
| H. | No one sees the big picture like I do                   | T | F |

**II. Delegation and Leadership**

- A. \_\_\_\_\_ is the process of getting things done through \_\_\_\_\_.
- B. This requires leaders to have skills in \_\_\_\_\_. These skills include:
1. The ability to \_\_\_\_\_.
  2. A need to \_\_\_\_\_.
  3. The provision of continuous \_\_\_\_\_.
  4. Effective \_\_\_\_\_ techniques and tactics.
  5. A clear and defined \_\_\_\_\_.
- C. When delegating, you have to be willing to \_\_\_\_\_ and let \_\_\_\_\_ do their \_\_\_\_\_.

**III. Tips to motivating others**

- A. Identify the \_\_\_\_\_ and what you are trying to \_\_\_\_\_.
- B. Determine \_\_\_\_\_ you want to motivate.
- C. Find that person's \_\_\_\_\_.
- D. \_\_\_\_\_ that person for \_\_\_\_\_ you want. Never fear \_\_\_\_\_!

**IV. Delegating \_\_\_\_\_ !!**

- A. I cannot trust others to be responsible: How can they \_\_\_\_\_ you?
- B. You will lose control: Let others \_\_\_\_\_ you.
- C. The person at the top has all the answers: Ask for \_\_\_\_\_ from others.
- D. It is easier and faster to just do it yourself: But, will it be \_\_\_\_\_.
- E. Delegation diminishes your prestige: It will \_\_\_\_\_ it!
- F. Others will receive recognition: As the leader, \_\_\_\_\_ will, too.
- G. Delegation is impossible, everyone's too busy: People can make \_\_\_\_\_ for anything that want to.
- H. No one sees the big picture like you do: Share your \_\_\_\_\_.

**V. Keys to Motivation**

- A. Make sure the job is clearly \_\_\_\_\_.
- B. Expectations must be \_\_\_\_\_ and within an established \_\_\_\_\_.
- C. Ensure that the person has the \_\_\_\_\_ and \_\_\_\_\_ to do the job.
- D. See to it that the person is \_\_\_\_\_ to accomplish the task.
- E. Provide adequate and on-going \_\_\_\_\_.
- F. Give \_\_\_\_\_ that are clear and meet the needs of the person.
- G. Make sure \_\_\_\_\_ to do the job are available.

H. The \_\_\_\_\_ must be satisfying to do.

**VI. Conflict Resolution**

A. Sources of conflict:

B. Modes of Managing Conflict:

- 1. \_\_\_\_\_ = \_\_\_\_\_
- 2. \_\_\_\_\_ = \_\_\_\_\_
- 3. \_\_\_\_\_ = \_\_\_\_\_
- 4. \_\_\_\_\_ = \_\_\_\_\_
- 5. \_\_\_\_\_ = \_\_\_\_\_

C. What Do I Value?

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

D. Dave’s Five Concepts of Conflict Resolution

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 \_\_\_\_\_.

For more information on bringing Dave to your campus, virtually or in-person:

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