



Mount Wachusett Community College

**Playing Well With Others:
Conflict Resolution,
Motivation, and Delegation**

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Trainersm

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 _____.