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*Gallery Walk (Post-Its)*

*Something you do for Self Care.*

*Favorite Song Right Now.*

*One Word-How do you feel today?*

**MGMMA**®

OKLAHOMA CITY



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*I'm Katie Kinder  
@paradigmshiftleadership  
@untoldteachingtruths  
@KatieKinder1*





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*My High Five*



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*CONFLICT RESOLUTION*

# OVERVIEW:

- That conflict is directly related to trust
- The five classic conflict styles
- Results of unmet expectations
- How to achieve mutual benefit

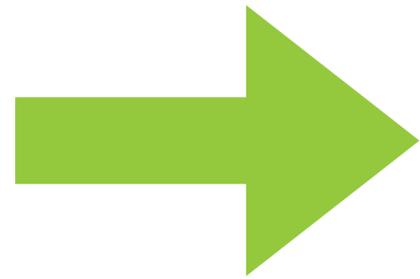
# CONFLICT is an opportunity for:

- ▶ Growth
- ▶ Expansion
- ▶ Improvement

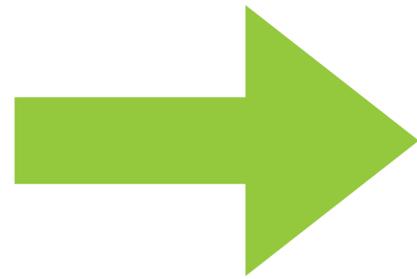


Conflict is directly related to the amount of trust in a relationship

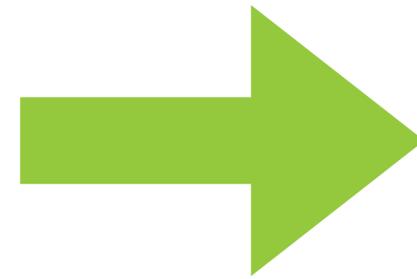
TRUST =



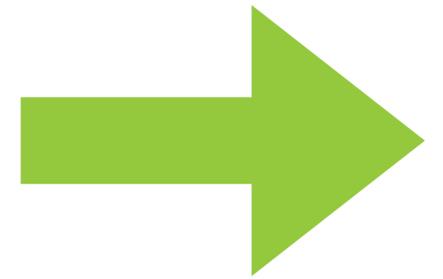
INTEGRITY



INTENT



CAPABILITIES



RESULTS



# 5 CONFLICT STYLES

- ▶ Accommodating- neglects self
- ▶ Avoiding-complete withdrawal
- ▶ Compromising- neither party gets what they want.
- ▶ Competing-Assertive, hurts others.
- ▶ Collaborating - both parties are safe and invested in solving the problem





ALL CONFLICT IS THE RESULT OF  
UNMET EXPECTATIONS

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**Your intention has to be about relationship restoration and mutual benefit.**



# **Full Value Contract**

**The Unspoken rules, both good and bad, that a company lives by.**

**Notecards- good behaviors on one side  
unsavory behaviors on the other**



# HOW TO ACHIEVE MUTUAL BENEFITS

- ▶ Address the issue
- ▶ Be on the same team
- ▶ Apologize quickly





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*Full Value Contracts Work*



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*Break Time*

*“When the booty goes numb, the brain goes dumb!”*



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*ACCOUNTABILITY WITHOUT ACCUSATION*

# With Accountability...

People are often unsure of what is expected in the area of accountability because the expectations are cloudy.

We must clarify what it means to be accountable for one's actions.

# ACCOUNTABILITY Defined

the quality or state of being accountable; an obligation or willingness to accept responsibility or to account for one's actions

# 3 Ways to Achieve Accountability

- 1. Fear - this is short term gain only
- 2. Oversight - this is micro-managing and only shifts accountability
- 3. Trust - this is long term and upheld at every level

Trust means confidence.  
Distrust means suspicion.  
Confidence allows personal accountability to exist.

# How to create accountability without accusation:

- ▶ 1. Build Trust
- ▶ 2. Don't Accuse; Ask
- ▶ 3. Determine Intent
- ▶ 4. Define Expectations

# How to create accountability without accusation:

- ▶5. Give Responsibility and Authority
- ▶6. Care about the person, not just the task
- ▶7. Praise for the common good



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20 word Summary



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