

BOLD! Conversations!

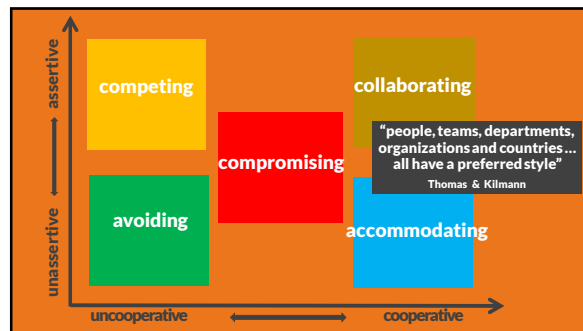
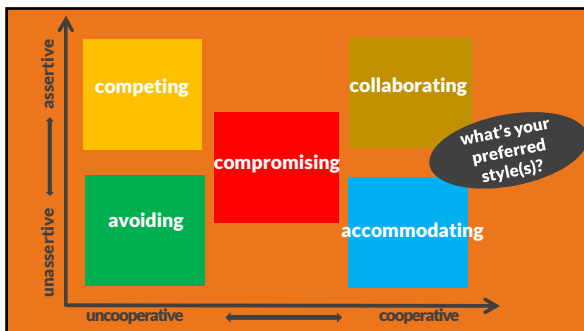
LINDA HUTCHINGS



the conflict spiral!

...and then we have the meeting!
time goes by....
manager needs support
'b' needs support
manager decides to have a word with 'b'
'a' then complains again to the manager
'a' fumes, stewes, looks & enlists
manager does....nothing!
'a' feels justified to complain to the manager
....then 'a'enlists
'a' looks for other examples
'a' fumes....stews....
'a' sees 'b' not washing their cup
'a' & 'b'

"where there is resentment there will be revenge!"



reducing enlisting...

- * create a shared language
- * have you talked to...
- * ask... are you enlisting?
- * don't enlist yourself
- * learn to deal direct
- * ???



unpacking complaints

1. first seek to understand
 - + ask 'what else?'

unpacking complaints

what's up?

tip of the ice berg

what else?
what else?
what else?
what else?

keep asking... until there is nothing else!

unpacking complaints

what's up?

tip of the ice berg

what else?
has anything?
is there anything else?
could there be?
I was wondering if?

keep asking... until there is nothing else!

unpacking complaints

1. first seek to understand
 - + ask 'what else?' (at least 5 times)
 - + without judgement
2. what do you want to have happen
 - + nothing
 - + you're the manager..sort it!
 - + I don't know!
3. explore the options
 - + deal direct, facilitation...
 - + agree who will do what, when, how....
 - + write it up...informally & follow-up

thank you!

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