

DEADLINES, DISPUTES &...



A **LEADERSHIP**  **CONSULTANCY** PRESENTATION
CONSULTANCY
ALL RIGHTS RESERVED



Conflict leaves clues

Most are subtle...

- When people shut down or disengage.
- Criticizing/sarcasm as a reaction to new information
- Emotional outbursts
- Blaming constantly
- Overgeneralisation
- Clashing frames



Leader's role in conflict?

- To make sure there is no conflict
- To investigate and communicate the best outcome to all parties
- To facilitate shared understanding among team members

Listening

What is your listening style?

- Defensive



Defensive listening



saving face

not losing



Listening

What is your listening style?

- Defensive
- Aggressive



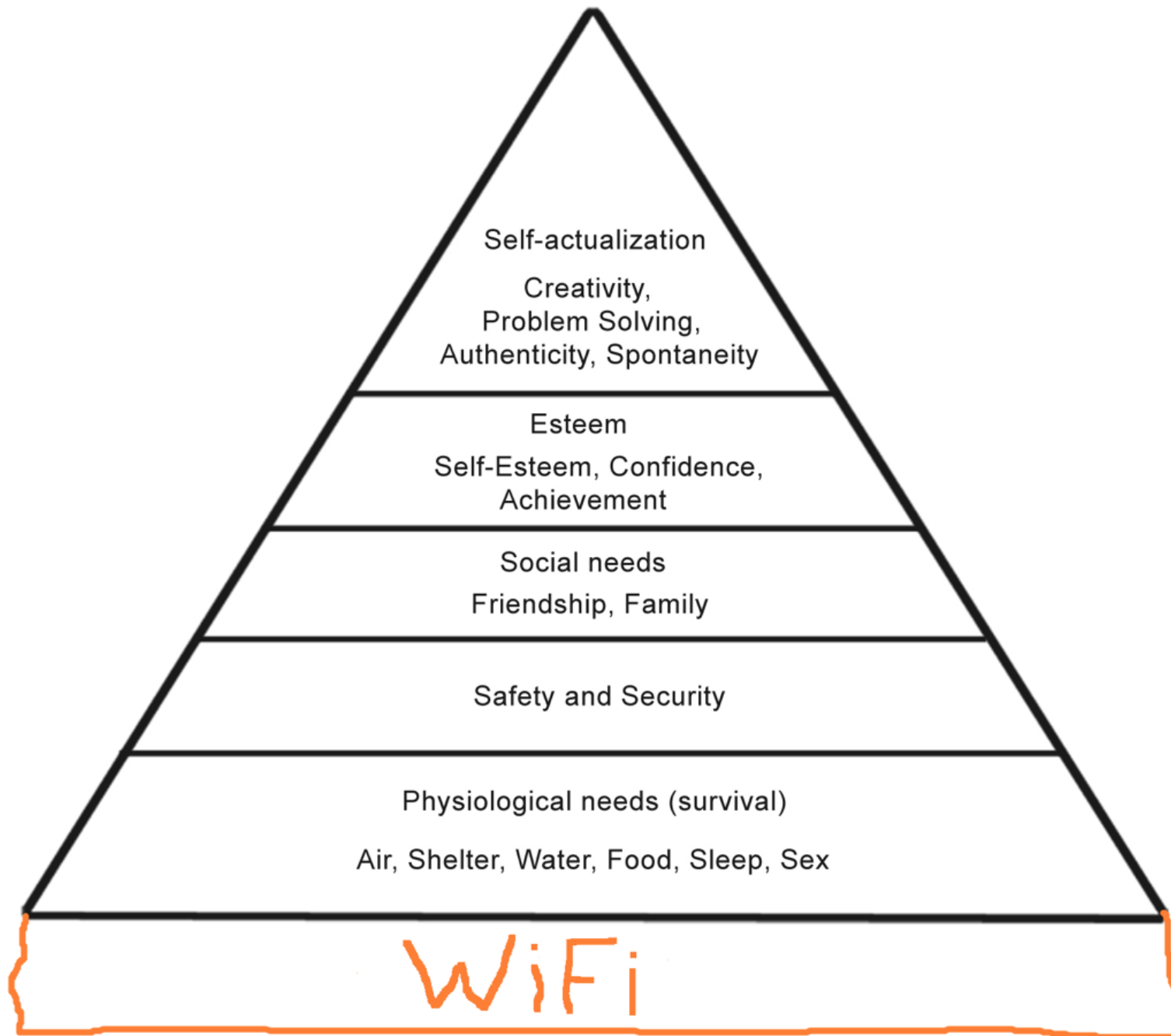
Aggressive listening

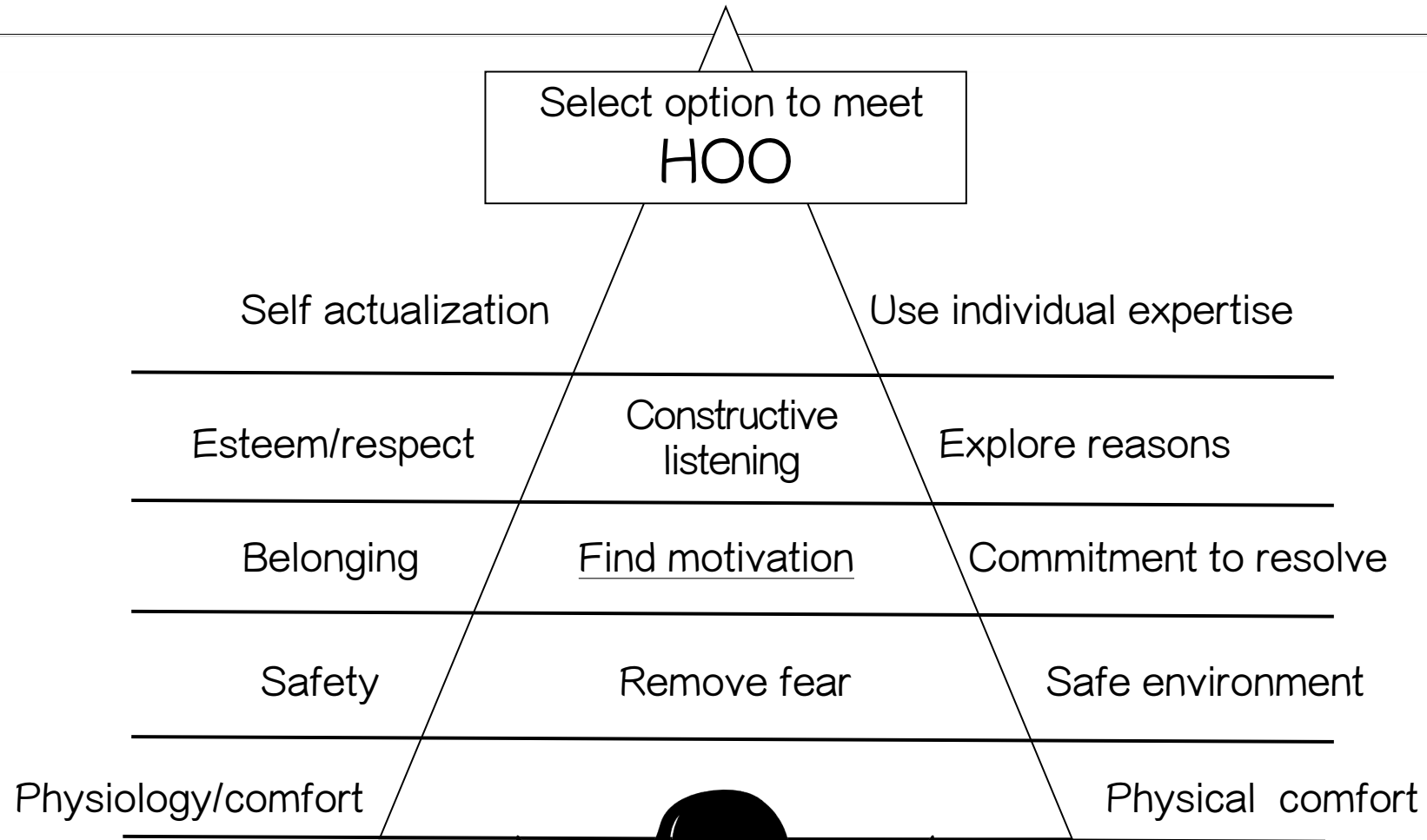


**WINNING
THE WAR**

Constructive Listening

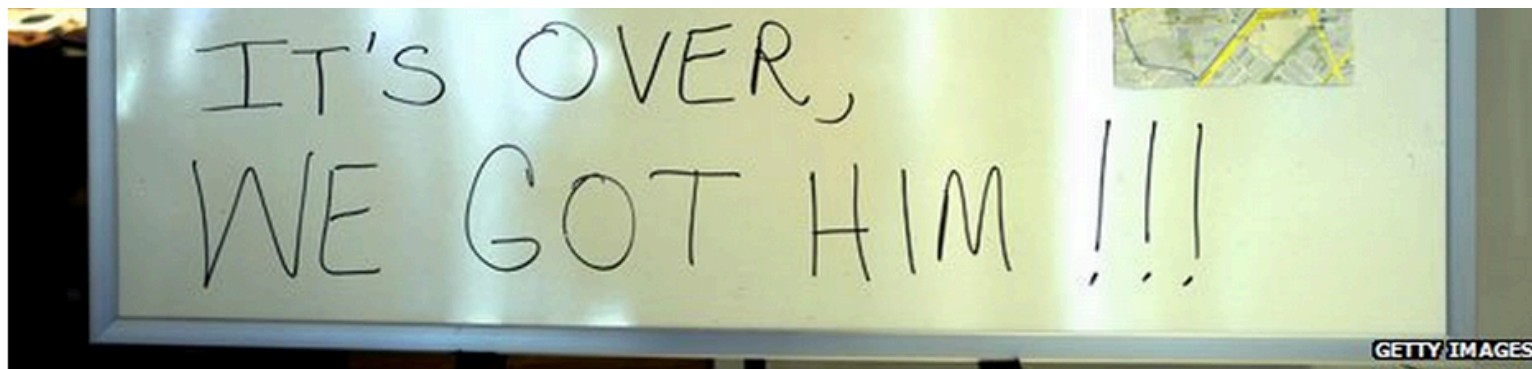
- Focused **ATTENTION**
- **EYE** contact
- Appropriate **BODY LANGUAGE & TONE**
- **OPEN MIND & SUSPEND** personal judgment
- Ask **QUESTIONS**





Constructive conflict

Engage and disarm with tangibles



People all over the world want to know whether - and why - a pair of immigrant brothers set off two bombs at the Boston Marathon last week. And a highly trained team of US interrogators are waiting for Dzhokhar Tsarnaev to tell them.

The best interrogation tool is a can of Coke on a table.

ME "Spike" Bowman, a former deputy general counsel for the FBI, says offering a suspect something he wants - whether a can of Coke in the beginning or a reduced sentence later - builds rapport.

Once the interrogator establishes a bond with the suspect, things become easier.

"You talk to people who are friendly," Bowman says.

Whatever methods the interrogators in the Boston Marathon bombing investigation have used so far, they appear to have been successful.

Boston Bombs

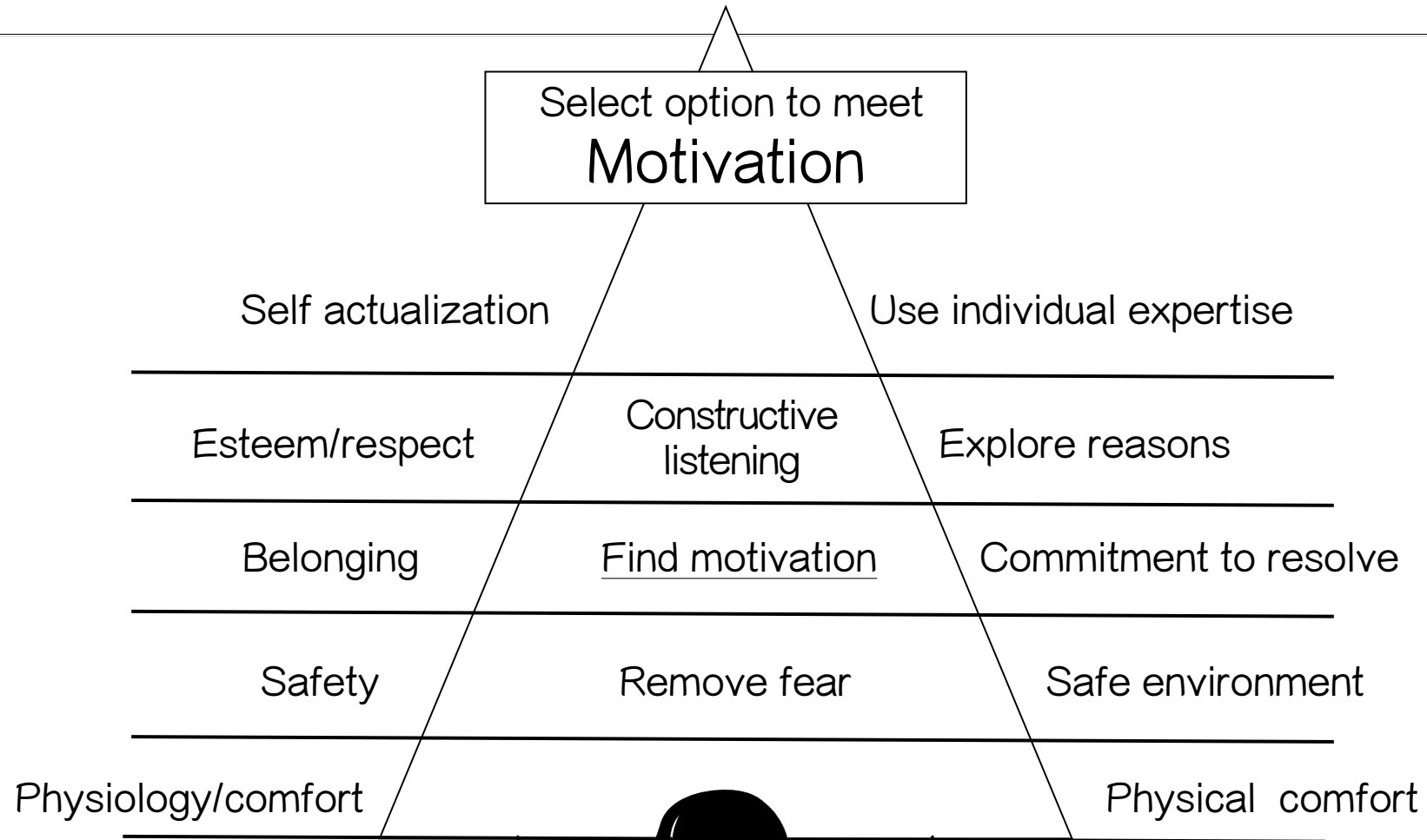
Lone wolf

Q&A: Possible FBI failings

Q&A: Interrogation



Phase 1
Engage
& disarm



**If your company is
unique;
your coaching solutions
should be too.**



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