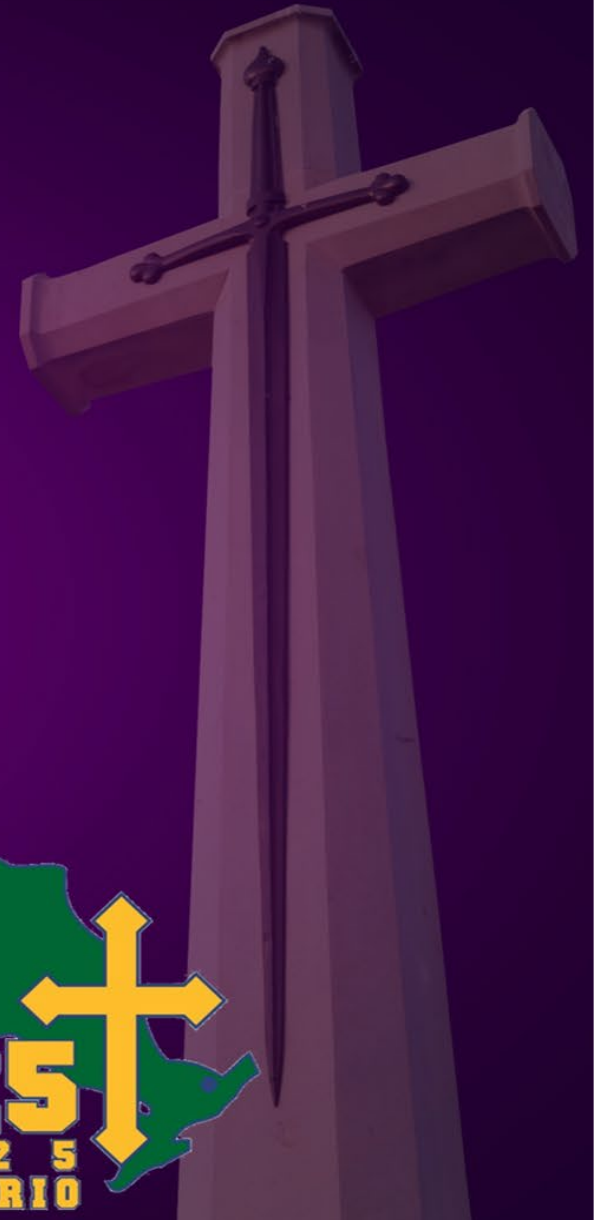


Healthy Conflict

David Fisher

District Deputy Meeting
July 19-21, 2024



Earned Trust

Earned Trust

Low	Knight Shift	High
<ul style="list-style-type: none">• We put up a façade of perfection and try to hide our imperfections.	↔	<ul style="list-style-type: none">• We acknowledge our deficiencies and defects and ask for help.
<ul style="list-style-type: none">• We don't admit to our own mistakes and failures and blame others or circumstances.	↔	<ul style="list-style-type: none">• We admit to our own individual mistakes and failures and hold ourselves accountable.
<ul style="list-style-type: none">• We're suspicious of each other's intentions, worried they might be serving their own interests against ours.	↔	<ul style="list-style-type: none">• We assume positive intention with each other when there's ambiguity or conflict.
<ul style="list-style-type: none">• Our understanding of each other is just transactional, limited to our assigned roles.	↔	<ul style="list-style-type: none">• We know and care about each other as human beings, not just our positions.

Healthy Conflict

Healthy Conflict

Low	Knight Shift	High
<ul style="list-style-type: none"> We play it safe and withhold what we truly think or believe in order to avoid conflict. 	↻	<ul style="list-style-type: none"> We face conflicts openly on the State team. We don't hold back in expressing our disagreements or truths.
<ul style="list-style-type: none"> We view conflict as a bad thing that erodes trust and cohesion. 	↻	<ul style="list-style-type: none"> We embrace conflict as a creative tension that leads to deeper discussions and better decisions.
<ul style="list-style-type: none"> We worry that challenging other's ideas or positions might result in embitterment, resentment or revenge. 	↻	<ul style="list-style-type: none"> We air all conflicts with each other inside the State team or in 1-1 meetings.
<ul style="list-style-type: none"> In debate or conflict, we attack others, resulting in judgement, defensiveness, or blame. 	↻	<ul style="list-style-type: none"> In debate or conflict, we attack the problem.



WIN SCRIPT Model

We use the WIN script method to state observable facts or share observations:

- ▶ **W** = When you...
- ▶ **I** = I feel or I think the impact is...
- ▶ **N** = I need you to...



WIN SCRIPT Model Example

W = “When you interrupt me during meetings...”

I = “I feel undervalued and think it disrupts the flow of discussion.”

N = “I need you to let me finish my points before responding.”



WIN SCRIPT Active Practice

Step 1: Pair up as DD partners

- Each DD will think of a recent conflict or challenging situation.

Step 2: Practice the WIN script with your DD partner:

- **W:** Describe a specific behavior or action. ("When you...")
- **I:** Express impact or how it made them feel. ("I feel/I think the impact is...")
- **N:** State what is needed to resolve conflict or improve situation. ("I Need you to...")

Step 3: Partners switch roles and repeat the exercise



DD Skill Development:

- ✓ Earned Trust
- ✓ Healthy Conflict
- Mutual Accountability

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<ul style="list-style-type: none"> In debate or conflict, we attack others, resulting in judgement, defensiveness, or blame. 	➡	<ul style="list-style-type: none"> In debate or conflict, we attack the problem.

Mutual Accountability

Low	Knight Shift	High
<ul style="list-style-type: none"> We expect the State Deputy to hold everyone accountable for promised results. 	➡	<ul style="list-style-type: none"> In our State Team, we hold each other accountable for promised results.
<ul style="list-style-type: none"> We expect the State Deputy to be the one holding others accountable for how they conduct themselves. 	➡	<ul style="list-style-type: none"> In our State Team, we support each other in how we conduct ourselves, including any "negative" behavior affecting the Team.
<ul style="list-style-type: none"> We're suspicious of peer accountability as a self-serving power play to make us look bad. 	➡	<ul style="list-style-type: none"> We welcome peer accountability as a gift to help each person grow.
<ul style="list-style-type: none"> State Team members are primarily concerned about their own results, not each other's. 	➡	<ul style="list-style-type: none"> State Team members show as much passion and concern for each other's achievements, as their own.





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