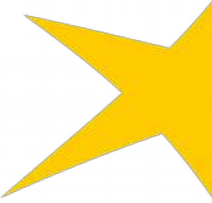


Easily Dealing with Conflict and Stress

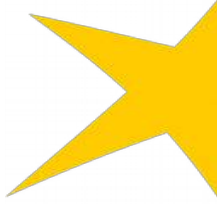
Peter Freeth
Matt Hatson



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Easily Dealing with Conflict and Stress



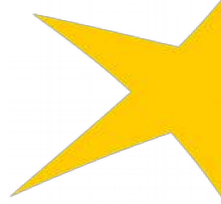
Understand the short and long term effects of stress

Manage demands on your time more easily

Navigate workplace conflict to deliver win/win outcomes

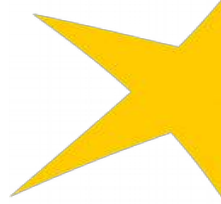


Understanding Stress



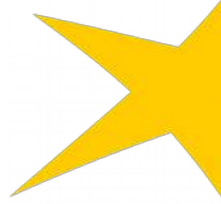
- ★ Stress reduces performance and productivity
- ★ Stress shortens your life
- ★ Stress caused by conflict reduces your business productivity
 - ★ Increases absenteeism and staff turnover
 - ★ Reduces personal productivity
 - ★ Reduces sleep
 - ★ Reduces cognitive capacity

Stress



- ★ Stress caused by conflict with difficult clients (and colleagues!) causes you to...
- ★ Lose sleep
- ★ Have difficulty thinking straight
- ★ Become unproductive
- ★ Suffer increased blood pressure
- ★ Die at a younger age – up to 20 years younger

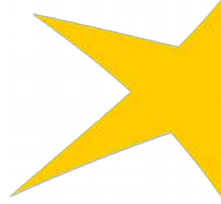
What is Stress?



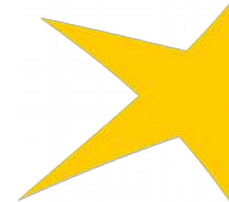
- ★ Stress is the result of opposing forces
- ★ Stress in any system will cause friction, and eventually failure of one or more components
- ★ Would you drive your car with one foot on the accelerator and one on the brake?



We Cope with Stress by Shutting Down



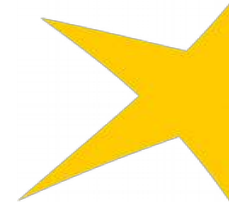
Resolving Stress



- ★ Avoid cycles of stress and self-medication
- ★ Understand why you're taking on too much
 - ★ Proving that you can manage it all
 - ★ **No-one said you couldn't**
 - ★ Proving that you are the best
 - ★ **Who are you competing with?**
 - ★ Proving that you're successful
 - ★ **No-one cares**

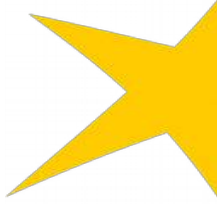


Resolving Stress



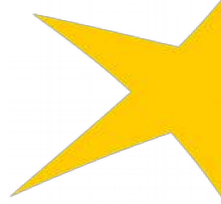
- ★ Understand why you're taking on too much
- ★ What are you afraid will happen if you don't do it?
- ★ And if that happens, then what?
- ★ And how important is that to you, really?

Resolving Stress



- ★ Stress is not caused by other people
- ★ Driving fast will not damage a car engine
- ★ Lack of maintenance will damage a car engine
- ★ Stress is caused by a barrier inside of you
- ★ That barrier is fear

Fear Creates Stress



- ★ You take on too much work because of fear

- ★ Fear of not being good enough

- ★ Fear of being judged

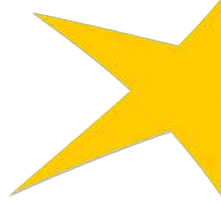
- ★ Fear of failure

- ★ When you acknowledge the fear, you take control of it

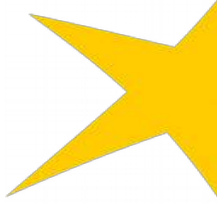
- ★ No-one can use it to coerce you into taking on work

Who cares?!

Manage Demands on your Time



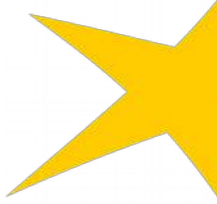
Time



- ★ You can't manage time
- ★ It passes at the same rate whatever you do
- ★ Choose what to do with the time you have
- ★ Because if you don't...
- ★ Someone else will



Time Management Woes?



- ★ If you find yourself saying 'yes'...
- ★ You are giving your time and focus away
- ★ And that must mean...
- ★ Your time has no value
- ★ It's free
- ★ Here, take as much as you like

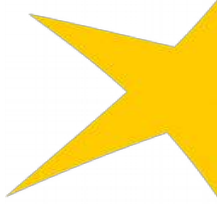


Time Management Woes?

★ Do you give your money away so freely?



What you Really Want to Say

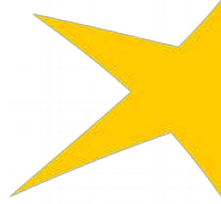


No

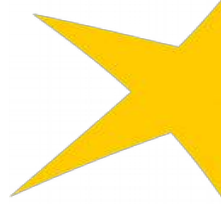


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Conflict

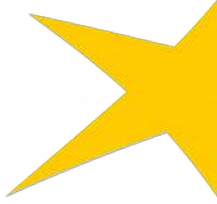


Stress



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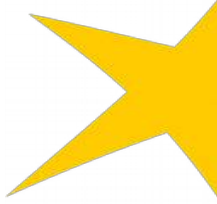
What you Actually Say



Yes



The Problem

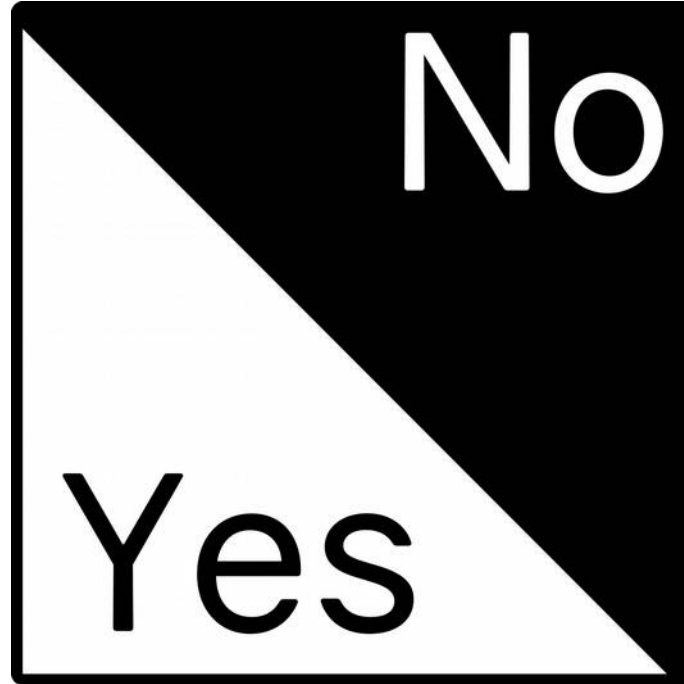
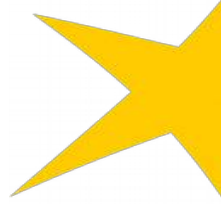


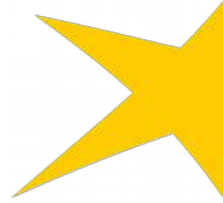
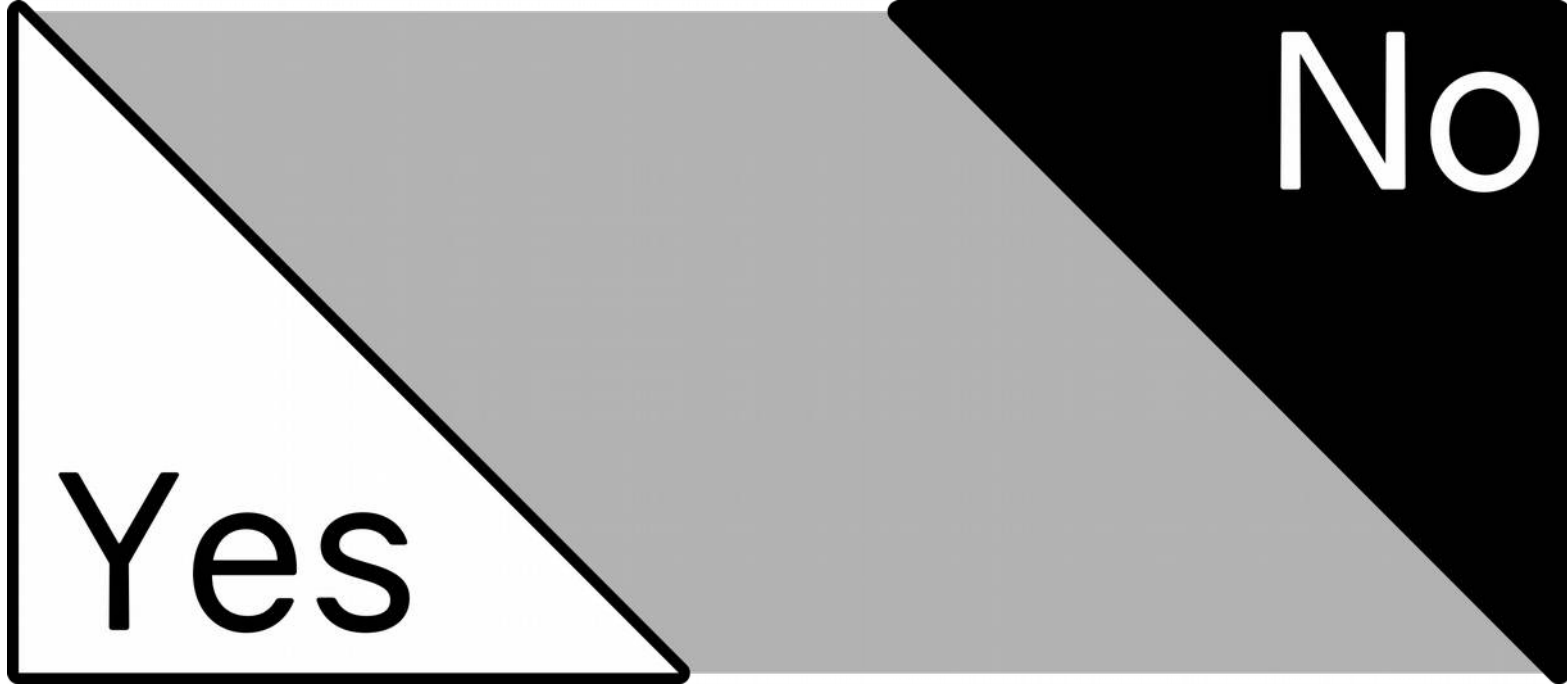
There is only ever one problem

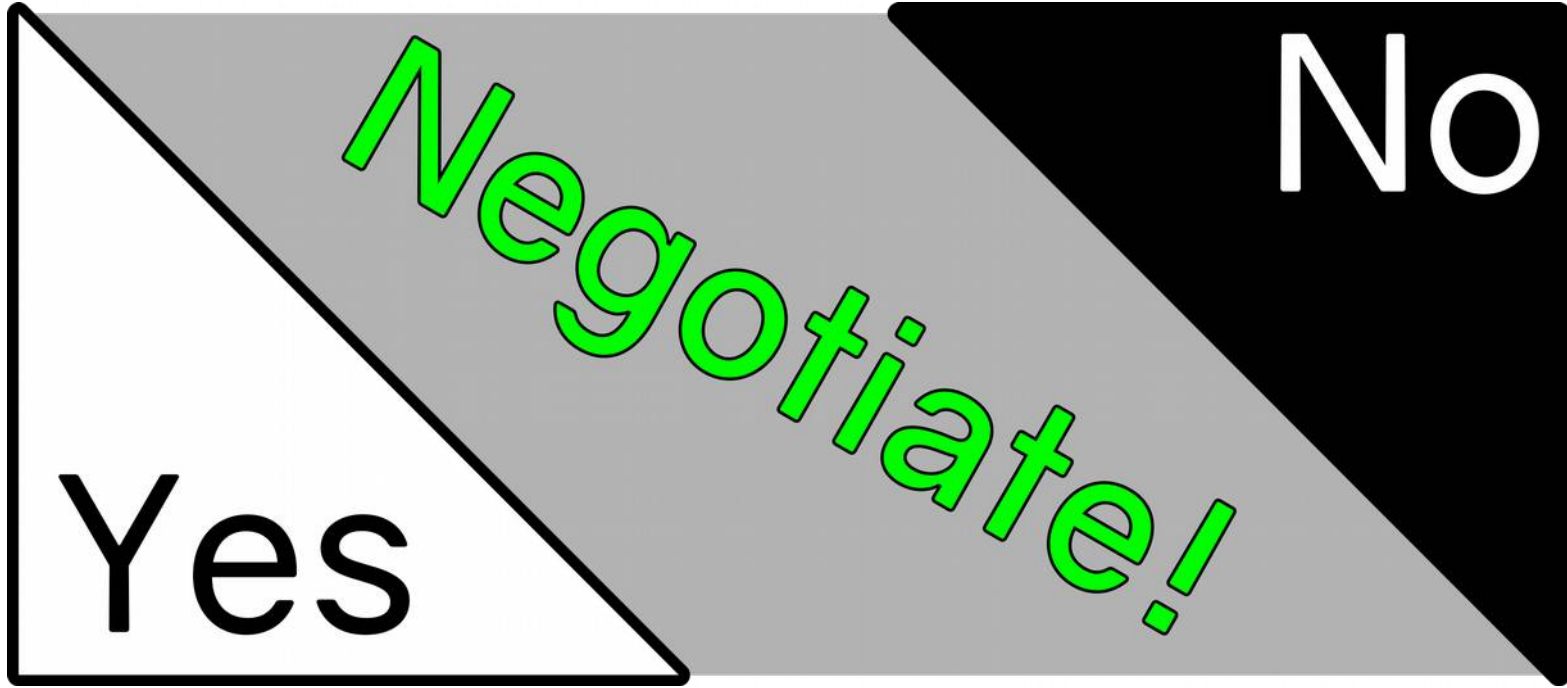
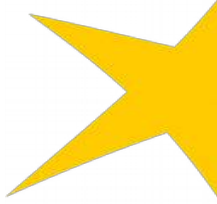
A faulty belief

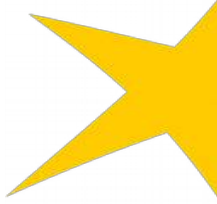
That there are only two options









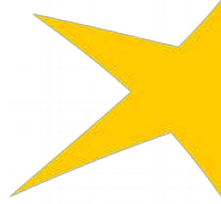


“Can you do this for me?”

Yes... ..if

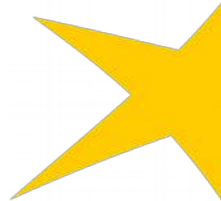


Examples



- ★ Can you get this report finished by 5:00 today?
 - ★ Yes, if you can get me all the information by 2:00
 - ★ Yes, if you speak to my boss and clear my diary
 - ★ Yes, if you find someone to help me
 - ★ Yes, if you extend the deadline on this other work
 - ★ Yes, if you supply me with coffee on demand
- ★ My help is valuable, and therefore has a price

Navigate Conflict



- ★ The root cause of conflict is a belief that resources are limited
- ★ A simple way to resolve conflict is to have a bigger goal or plan
 - ★ A salesperson with one customer will usually concede more, out of desperation
 - ★ A salesperson with many customers will usually create more value by defending his or her position

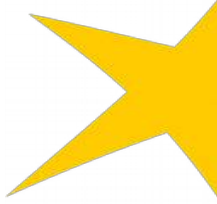


Navigate Conflict

- ★ How can we have both?
- ★ How do we create more resources?

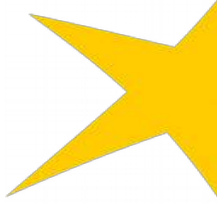


Navigate Conflict



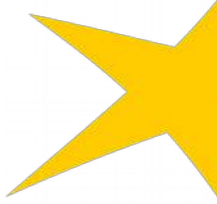
- ★ Workplace conflict is often caused by one person making a promise that they had no authority to make, and then expecting you to honour that commitment
- ★ Your options are:
 - ★ Say yes, creating conflict for yourself
 - ★ Say no, creating conflict with them
 - ★ Defer to your boss

Enjoy Conflict



- ★ In general...
- ★ Internal conflict creates stress, and stress is dangerous
- ★ External conflict can be a sign that you're stopping other people from taking advantage of you
- ★ External conflict can be caused by your self-respect being inconvenient for others
- ★ **How is that a bad thing?**

Easily Dealing with Conflict and Stress



Understand the short and long term effects of stress

Manage demands on your time more easily

Navigate workplace conflict to deliver win/win outcomes





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