

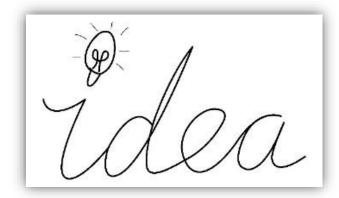
Success is not final; failure is not fatal. It is the courage to continue that counts. ~ Winston Churchill

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You've Got Personality!



What _____ do we tune in to?

How do we make _____?

Where is our _____?

How do we take ____?



Facts

5 Senses

Present

Practical

What is

Ideas

Imagination

Future

Theories

What could be





Data and analysis

Step back

Outcomes

Task first

People and context

Step into

Cooperation

Relationships first



E

Action

Outward

Interaction

Do-Think-Do

Let's talk about it

Phone

Reflection

Inward

Concentration

Think-Do-Think

Let's think about it

Email





Systematic

Start Now

Closure

Methodical

Plan

Motivated by task

Flexible

Start later

Options

Spontaneous

Wait

Motivated by deadline

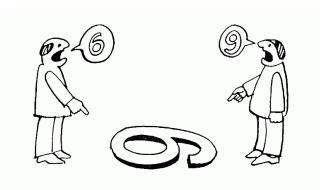




How will you unpack the gift?

Conflict is inevitable but combat is optional ~ Max Lucado

On a scale of 1 to 10, how do you feel about conflict?



One = 'Run! We're all going to die!

Ten = 'Yes! Bring it on!'

1 2 3 4 5 6 7 8 9 10



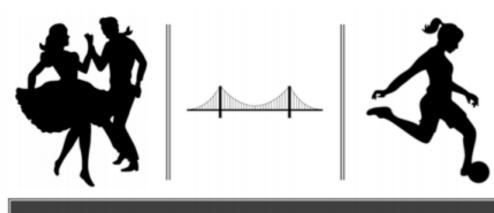


Conflict is often seen as a negative. Yet it is conflict – a difference of opinions or ideas – that can lead to innovation and improvement. As we learn to embrace conflict as an opportunity for growth, we gain clarity and better understanding of each other or our situation. We come up with new ways to improve and boost performance.

Conflict as a D_____

Conflict as a G_____

Conflict as T_____

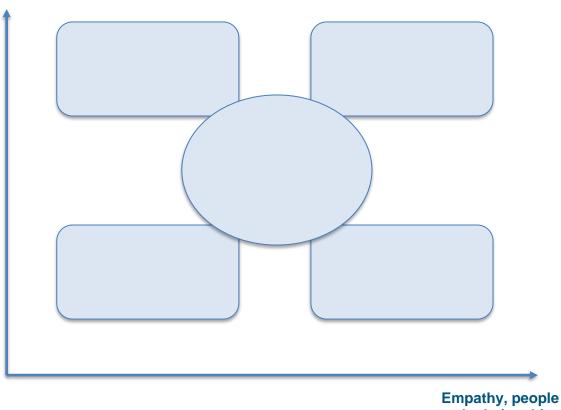


Reframe the Game

Courage is what it takes to stand up and speak. Courage is also what it takes to sit down and listen. ~ Winston Churchill

Conflict Styles

Logic, tasks and outcomes (Assertive)



Empathy, people and relationships (Cooperative)

There are 4 Ms in Communication

M_____

M_____

M_____

The conversation is not **about** the relationship; the conversation **IS** the relationship.

Setting Goals and Priorities

