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**Criticism-Complaints-Conflict-Compliments**

**Understanding the difference  
Between Feelings and Knowledge**

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Five Lessons University Athletics & Administration Taught Me

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<p>Responding to hostile emails-24 hours-</p>	<p>SC Risk Management "What Do You Want Me To Do"</p>	<p>Over the Top Complaints-Call the FBI on your coach</p>	<p>Office Rules-Demands-Fire Drills-Appointments-Listen</p>	<p>Boundaries-Heckled and Harassed</p>

Reference : The basics you can find anywhere 5 Steps To Successful Storytelling Published on April 5, 2014 Featured in: Marketing & Advertising

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To Avoid CRITICISM  
 SAY NOTHING  
 DO NOTHING  
 BE NOTHING

—Aristotle

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## Criticism

Dealing with CRITICISM is a life skill that can improve us as leaders-Without it we lose some of our self-esteem

### CONSTRUCTIVE or DESTRUCTIVE

Constructive-Intent is for you to improve

Destructive-Malicious-Hurtful-Thought

### CALM taking the HIGH ROAD

Don't take the emotional bait and bring up counter criticisms. If you think you will lose self control walk away.

### What lessons can be learned

Mistakes-Our Character-How we are perceived-Feedback

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## Roundtable Discussion

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# Discuss approaches to dealing with criticisms as elected official

Five to Seven Minutes report out one or two best practices

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# Fear of Conflict

Patrick Lencioni

EL



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## Conflict

Do not avoid CONFLICT embrace it for results in 3 areas

### TRUST

Learning how to battle within boundaries often results in strengthening relationships. The battles are not about people's behaviors but issues. Respect evolves from healthy conflict.

### STRESS

Avoiding a conflict elevates worry and concern. Often worry is far greater than the CONFLICT itself

### CHARACTER

It will elevate your patience, courage, and commitment to others

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# Difficult Conversation



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## Roundtable Discussion

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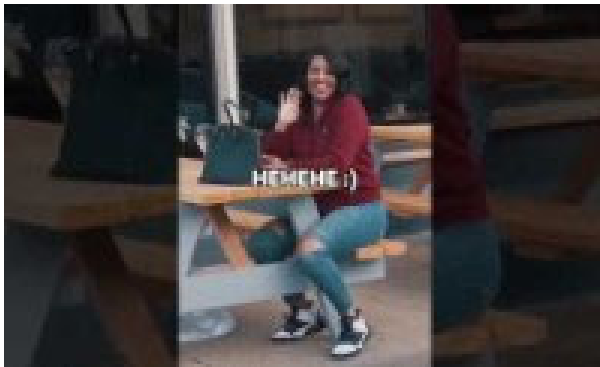
### Discuss best practices to have difficult conversations

Five to Seven Minutes report out one or two best practices

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#### Compliment

You have the power everyday to impact someone with a genuine COMPLIMENT



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**Compliment** Be a leader who is always serving up **COMPLIMENTS**

**Small but worthwhile-notice details**  
 Be the leader that notices what people do to serve others

**Expect nothing in return**  
 Don't have a hidden agenda and your words will have great value

**Say it don't save it**  
 We often hold back more than we know-If you think it or see it praise it

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