N.C.A.C.C.
Navigating Conflict

Criticism-Complaints-Conflict-Compliments

Understanding the difference
Between Feelings and Knowledge
Five Lessons University Athletics & Administration Taught Me

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

Reference: The basics you can find anywhere. 5 Steps To Successful Storytelling Published on April 5, 2014 featured in Marketing & Advertising
To Avoid CRITICISM
SAY NOTHING
DO NOTHING
BE NOTHING

—Aristotle

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
Roundtable Discussion

Discuss approaches to dealing with criticisms as elected official

Five to Seven Minutes report out one or two best practices

Fear of Conflict

Patrick Lencioni
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.

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

It will elevate your patience, courage, and commitment to others.
Roundtable Discussion
Coach4aday

Discuss best practices to have difficult conversations
Five to Seven Minutes report out one or two best practices

Compliment
You have the power everyday to impact someone with a genuine COMPLIMENT
Be the leader that notices what people do to serve others

Don't have a hidden agenda and your words will have great value

We often hold back more than we know—If you think it or see it praise it