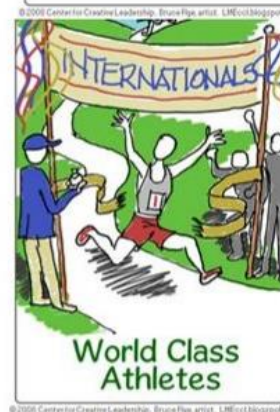



Your team – reminder

Develop a plan for how to get your team to where you want it to be. Set some clear goals and immediate actions to take, along with some mid to long term actions.

You will be invited to share a summary of your team plan at the end of today.



Check in – Mindful reflections

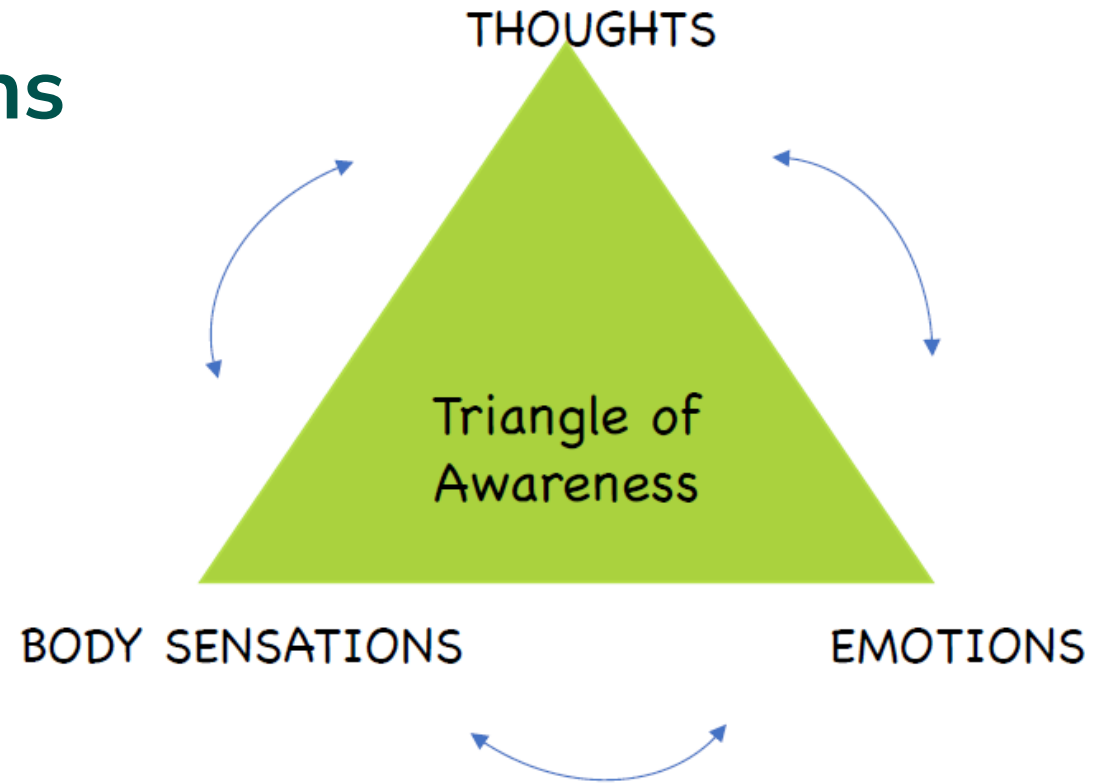



PAUSE
What is here now; physical sensations,
thoughts and emotions?

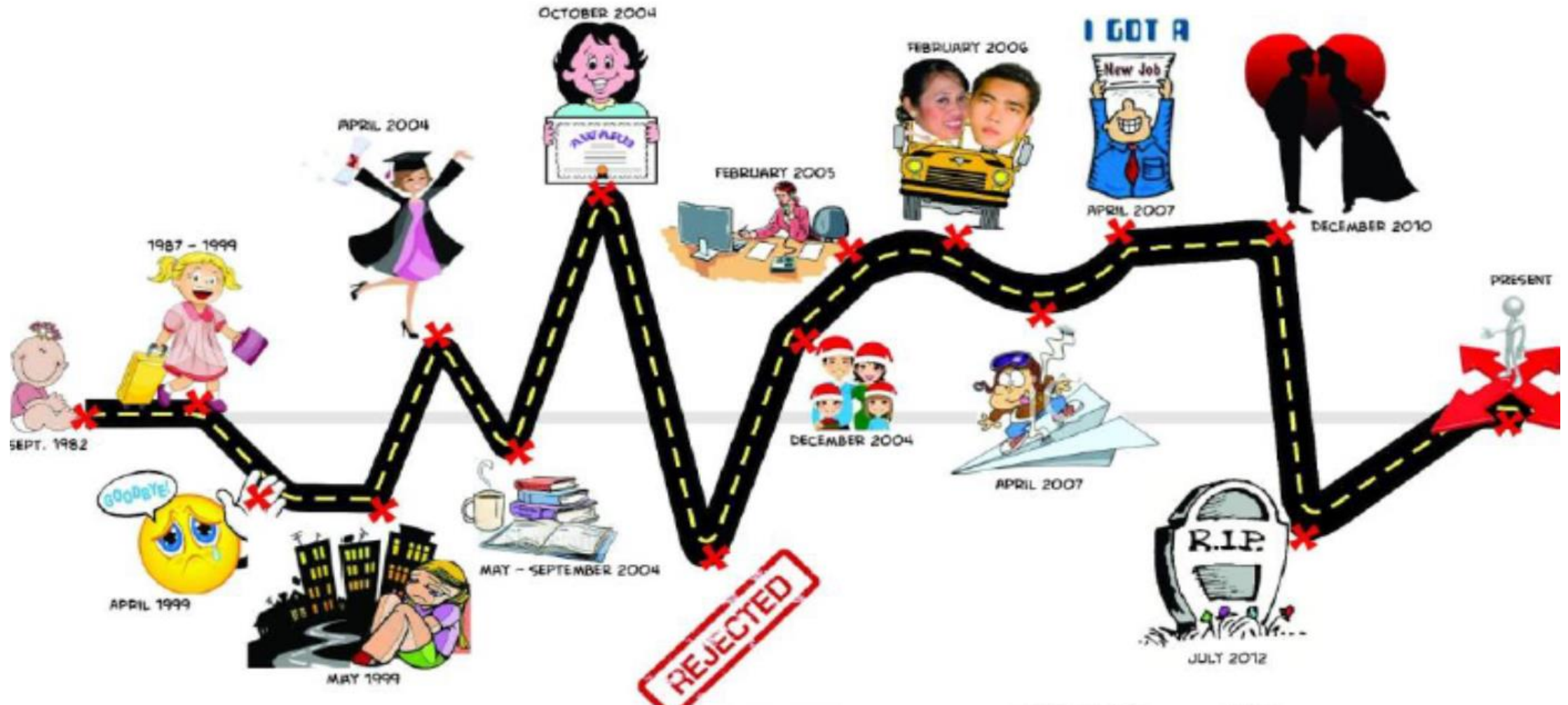
BREATHE
Just being with the breath and body

CARRY ON
Responding with awareness and
kindness

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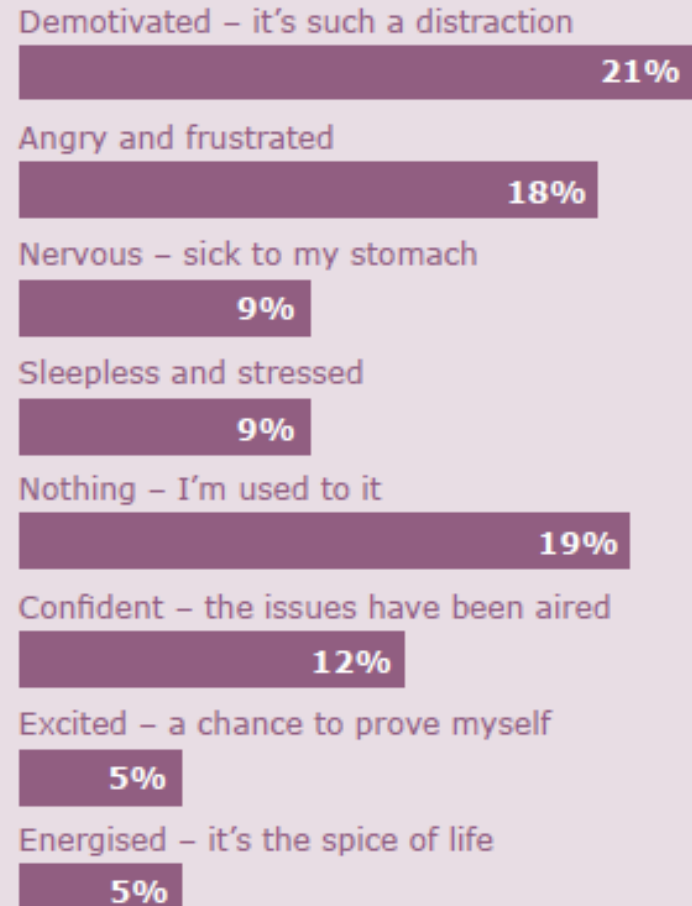
Timeline Stories



What negative outcomes of workplace conflict have you witnessed?



How does conflict make you feel?



The cost of conflict

Conflict in organisations costs £!!!
 2021 research from ACAS suggests that workplace conflict costs employers £28.5bn annually.

Real examples we have heard from teams we've worked with:

Retail sector: high street chain. Introducing compliance training. Lack of ownership – inter-team conflict – 22 people, 12 weeks **£15K plus £24K** purchase of computer licenses they then realized they didn't need

L&D dept, European IT company: Conflict in decision making due to personality clashes between section heads: 20 people, 8 weeks, **€34K**

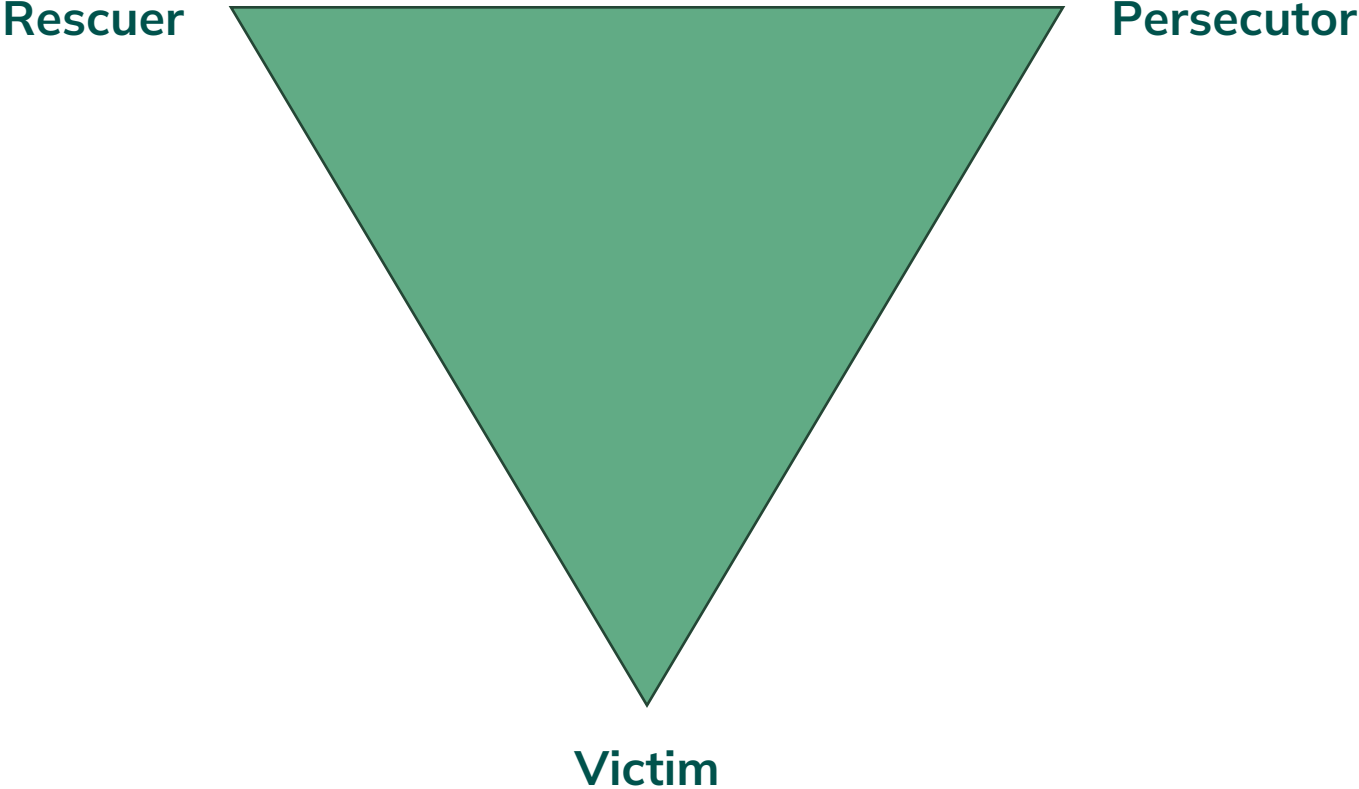
Software company: Clash over food kept in the office fridge: 9 people, 2 weeks (escalated to management), **€16K**

UK Health Trust: Dysfunctional team behaviours – lengthy removal process of senior personnel and recruitment: 56 people, 14 months, **£234K**

Calculating the Cost of One Conflict in Your Organisation	
The following worksheet will help you calculate the cost of conflict in your workplace. Use it to get an idea of how costly one conflict can be. Complete as much of this form as possible; you may not know all the answers, so feel free to make estimates.	
Step 1	
Describe a recent or ongoing conflict in your workplace (you do not need to be directly involved).	
<hr/>	
Step 2	
Estimate the combined number of hours people spend on the conflict on a weekly basis (include the time spent complaining and gossiping about the people involved in the conflict).	
Number of people involved:	<input type="text"/>
x Number of hours in one week:	<input type="text"/>
Weekly hours of lost productivity due to conflict:	0
Average hourly wage of people involved:	£0
Weekly cost implication:	£0
Estimated number of weeks:	<input type="text"/>
Subtotal: Cost of Time	£0
<hr/>	



The drama triangle



Karpman Drama Triangle

Persecutor

Aggressive
Angry
Judgemental

Discounts others value and integrity



Rescuer

Over-helpful
Self-sacrificing
Needs to be needed

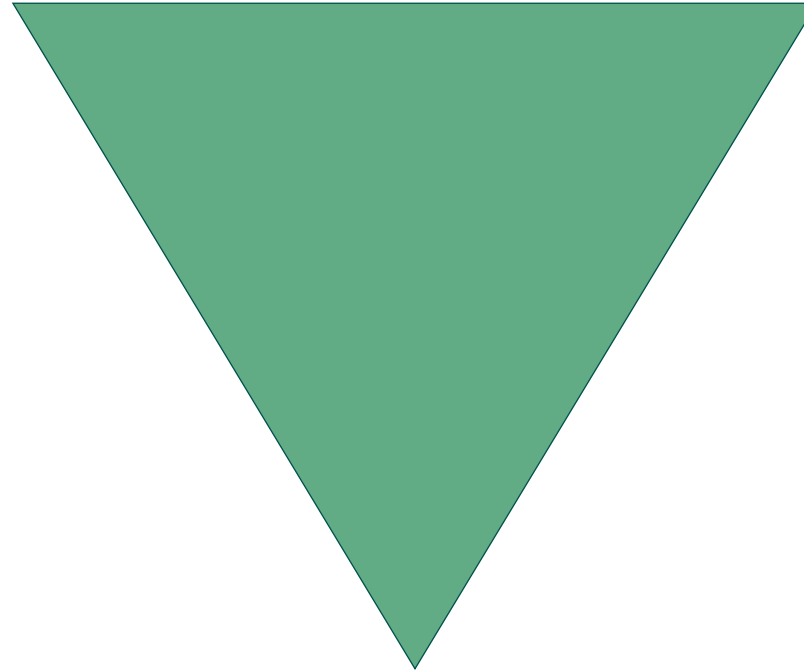
Discounts others ability to think for themselves



Victim

Downtrodden
Helpless
Complains of unmet needs

Discounts self



Winners Triangle

Assertive

Knows own feelings, needs and wants
Non-judgemental
Uses "I" Messages

Accepts others value and integrity



Nurturing

Gives help when asked
Cares and understands
Doesn't need to be needed

Accepts other's ability to think for themselves



Vulnerable

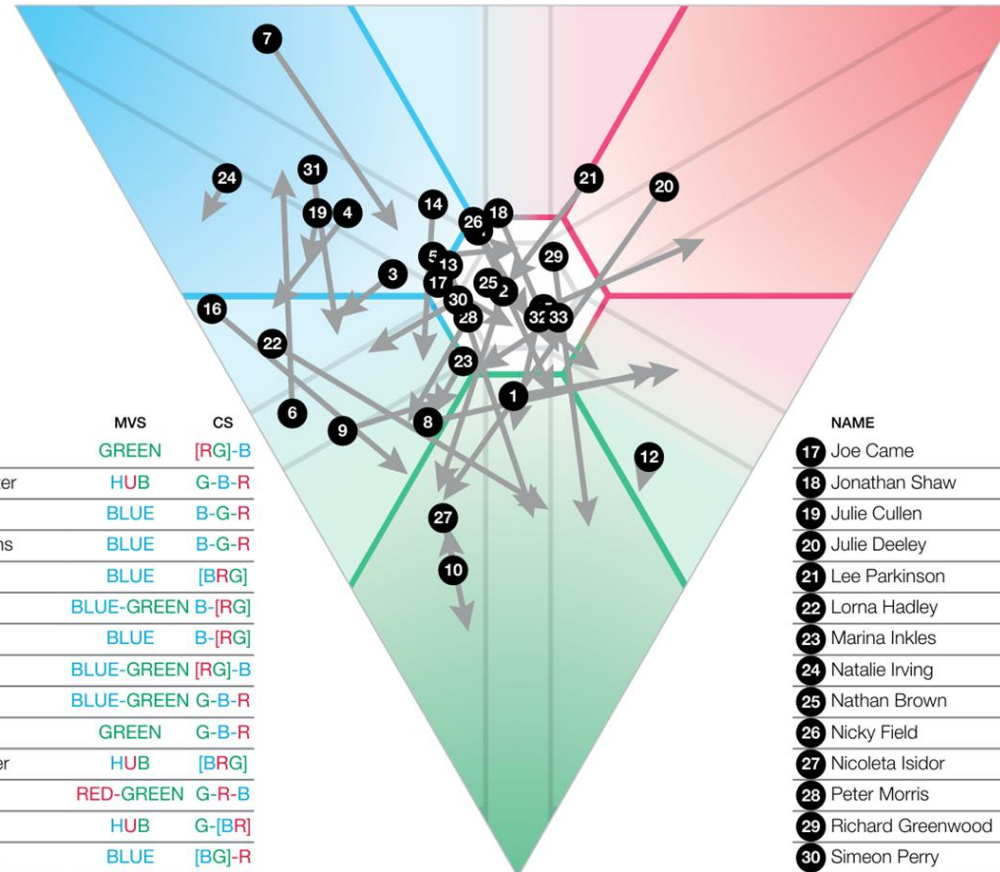
Shares real feelings
Uses the here & now
Take responsibility

Accepts self



SDI Conflict Recap

Team SDI Results
Efficiency North
May 20, 2024

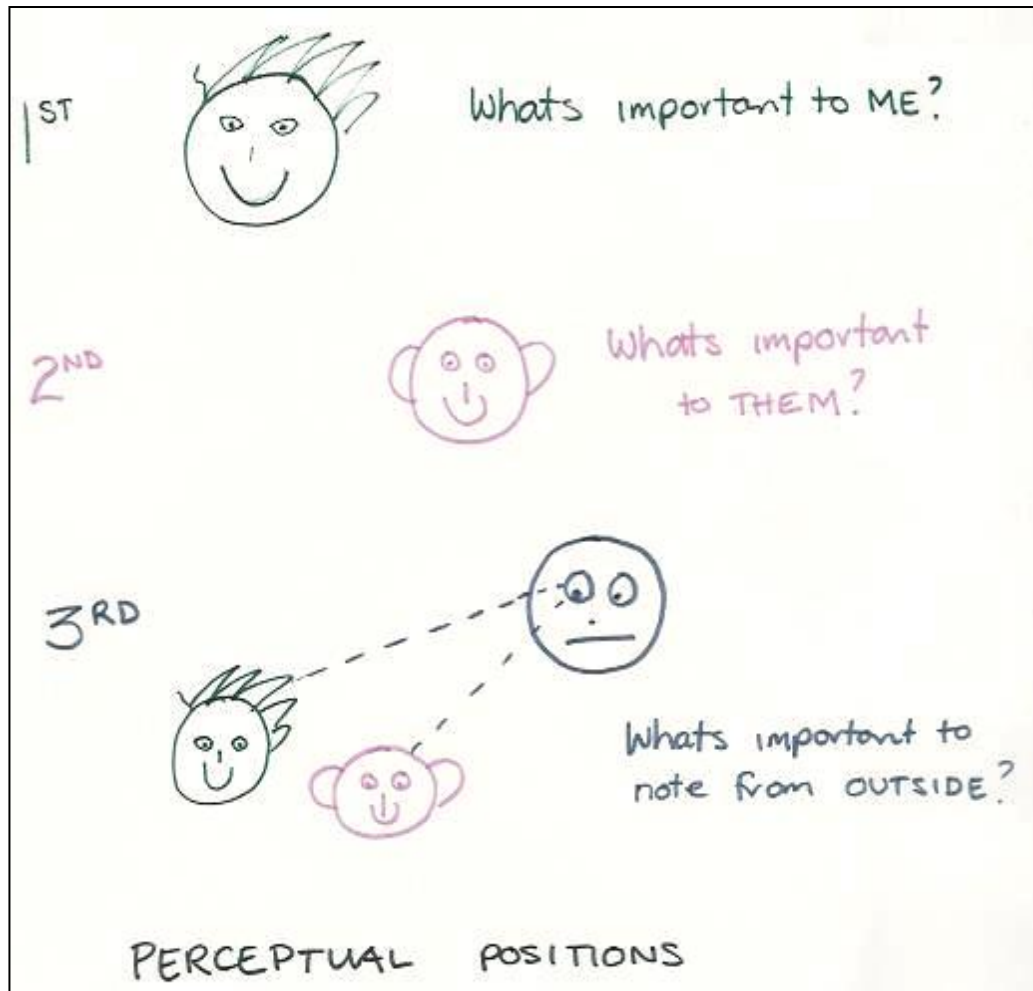


NAME	MVS	CS
1 Aaron Ziemniak	GREEN	[RG]-B
2 Abdul-Majid Mater	HUB	G-B-R
3 Alex White	BLUE	B-G-R
4 Cameron Cousins	BLUE	B-G-R
5 Carl Bairstow	BLUE	[BRG]
6 Curtis Evans	BLUE-GREEN	B-[RG]
7 Daniel Simpkins	BLUE	B-[RG]
8 Darren Walker	BLUE-GREEN	[RG]-B
9 Eddy Dennis	BLUE-GREEN	G-B-R
10 Elizabeth Quinn	GREEN	G-B-R
11 Elizabeth Butcher	HUB	[BRG]
12 Emma Mottram	RED-GREEN	G-R-B
13 Hannah Norton	HUB	G-[BR]
14 Helen Anderson	BLUE	[BG]-R
15 Istvan Baranyi	HUB	R-G-B
16 Jed Turner	BLUE-GREEN	G-B-R

NAME	MVS	CS
17 Joe Came	HUB	[BRG]
18 Jonathan Shaw	RED-BLUE	[RG]-B
19 Julie Cullen	BLUE	B-G-R
20 Julie Deeley	RED	G-B-R
21 Lee Parkinson	RED	[BRG]
22 Lorna Hadley	BLUE-GREEN	G-[BR]
23 Marina Inkles	BLUE-GREEN	G-B-R
24 Natalie Irving	BLUE	B-G-R
25 Nathan Brown	HUB	[RG]-B
26 Nicky Field	HUB	G-R-B
27 Nicoleta Isidor	GREEN	G-B-R
28 Peter Morris	HUB	G-B-R
29 Richard Greenwood	HUB	G-R-B
30 Simeon Perry	HUB	[BG]-R
31 Sophie Richardson	BLUE	B-G-R
32 Tracy Worsnop	HUB	G-[BR]
33 Vijay Kumar	HUB	G-B-R



Considering a conflict from 3 views: Perceptual Positions



1st Position – Your own reality. Your own views, values and knowledge of what you want and who you are – what is your outcome?

2nd Position – Understanding the world from someone else's perspective. Ability to put yourself in other's shoes – what is their outcome?

3rd Position – Objective, detached, looking in as an observer – what is happening here?

Consider a relationship that you have where there is little rapport or there is or has been conflict, or perhaps it is a relationship that could potentially lead to conflict.

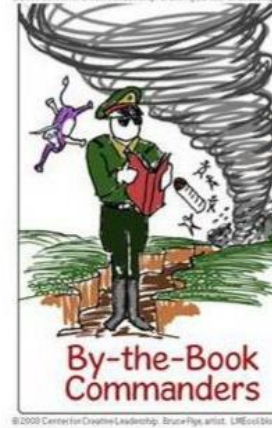
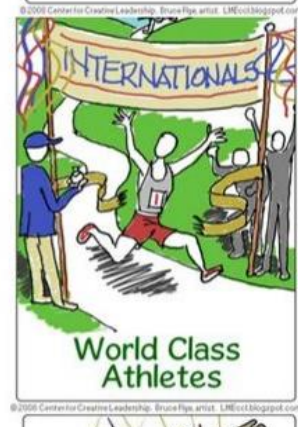
Using your coaching skills and framework, take turns coaching each other on a real relationship challenge.

20 mins each way & 5 mins debrief each

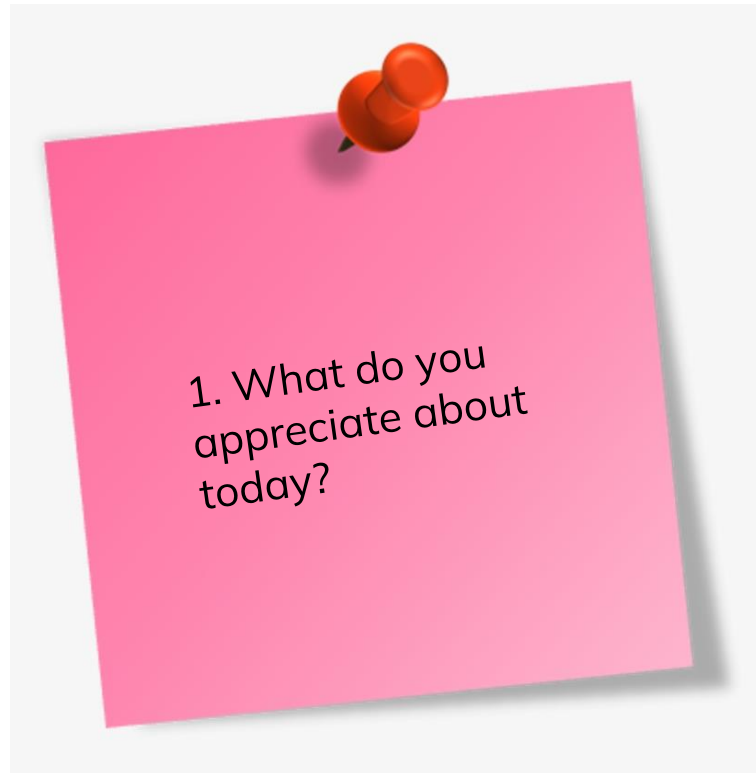


Your team – preparation time

1. What is the challenge or change you want to make (the current & future state)
2. What's important about this change & why
3. What plans you will try (or may have already tried)
4. What it will take from you to make this happen



Check out post-its: Appreciations & Commitments



Appreciations

