

CONFLICT RESOLUTION

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EVER WONDERED WHAT OTHER PEOPLE ARE THINKING ABOUT YOU AND YOUR WORK? EVER WONDER IF YOUR JOB IS IN JEOPARDY SIMPLY BECAUSE OF HOW PEOPLE FEEL OR THE THINGS YOU DO?

Recipes for Negotiating Your Best Foot Forward©

In a world of competition and drastic measures to get and retain employment, how can you negotiate your best foot forward?

The answers are very simple. Everything has to do with how we approach our environment and the people that surround us. Most importantly, what we want for the outcome of the negotiation is what determines a win-win situation. Always keeping in mind that we must always maintain empathy if we want empathy.

Therefore, understanding what you want out of the negotiation and what

the other side wants is optimal in reaching an agreement. Will the outcome be of satisfaction to you and the other side? Will you keep an open mind and will they in terms of resolving the issues or bargaining at hand?

First and foremost, one of the most important things you can do in the workplace is to be a true professional. This means not having personal relationships at work, it also means not bringing your problems to work, and definitely not gossiping at work.

When we do our jobs right, we need

and want acknowledgement and want our accomplishments to add to the well-being of the company we work for. But what if we are to negotiate a raise, or a promotion or simply a vacation?

Any type of negotiation takes knowledge, skills, abilities, in your expertise area and in negotiations. It is not always exactly what we want, but how we can relate to how we fit into the overall goals and objectives of the company we work for. Remember stay focused, leave your emotions out, and be ready to accept mutually agreed compromises.

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HOW OTHERS FEEL ABOUT YOU AND WHAT YOU SHOULD DO ABOUT IT?

Imagine being able to hear the thoughts of others about what they think about you. Would you be happy knowing every single thought about you by others? Probably not.

Our body language depicts close to 85% of our conversation. The way we stand, the way we look at others, if we smile or if we are paying attention or not, if we are on the phone, if we distance and separate ourselves from others, how we sit, what we do with our hands, etc. all depict our behavior around others.

Next time you are in a meeting, pay close attention to those around you. What are they doing, how they look-intent or bored, busy or simply uninterested. The facial expression of people and the ability to read them is a part of our executive skills. Knowing when we must change up the conversation, when we should just listen and demonstrating empathy towards others are skills that can help us in getting along with others.

Quite simply, be yourself, but be aware of how you sit, how you speak, how loud or low your tone of voice is, how attending you are or aloof you are. Do you stare at people or simply pay close attention to what they are saying? Do you play with your electronics when someone is speaking or are you taking important notes?

We must learn to respect and understand others and learn to take turns in speaking and how to address others in public. We should never demean others or play jokes on them publically. Always be attentive so that when you speak they too will listen.



HOW IMPORTANT IS YOUR ATTITUDE TOWARDS OTHERS?

You are super awesome at doing your job, but mostly everyone in the company keeps you at arms length or involved in conflict. Ever wonder why?

Communication skills and attitude towards others will essentially make you not only successful at what you do, but also successful at people skills.

Attitude is simply defined by Webster as a “settled way of thinking or feeling about someone or something, typically one that is reflected in a person's behavior.” Therefore, if you have a bad attitude towards the world, the world will have a bad attitude towards you.

Moreover, empathy, a definite important and useful skill is to be able to be in the shoes of another. Not literally, but to be able to experience

what another experiences and understand it.

People who are egotistical are all about themselves and no one else, are only concerned as to how they will shine and take time away from others and ideas and use them for themselves. STOP! Be open-minded, understand the perspective of another. So what if it is not like your perspective, everyone has their own ideas and contributions to make. No one is right or wrong, unless you are speaking legally and that is another scenario. However, in business, we can contribute during brainstorming sessions a lot of ideas that do not look the same as another's. This unique pattern or not (could be similar ideas) are what makes people have a better attitude and respect towards each

other. This collaboration and good attitude is what makes the world go around smoother.

A troubled young woman comes to work upset and takes it out on everyone. A colleague is offended and does not understand why this young woman picks on her and hates her so very much, since she does not even know her and had never done anything wrong to her.

Who could work with someone like that? We all have and do. However,

what happens to us on a daily basis that may equal to disappointments is no one else's problem. Instead, make a list of three possible solutions and try one. Ask a colleague what they would do in a similar situation. You will find relief to know that many of us have been in the same or similar situation and can help you. Take your frustrations on a treadmill, sports, a punching bag, but not on others or the dog for that matter. Be and stay open-minded, positive, and do not take in the bad, just the great.



TEST YOUR ATTITUDE IN JUST THREE MINUTES!

TEST QUESTIONS:

1. Are you always the one speaking?
2. Do you listen to others with your mind, eyes, heart, and instincts.
3. Are you empathetic?
4. Do you care enough to find out how others feel and what they would do?
5. Are you open-minded and try to build relationships?
6. Do you validate and give credit to others' ideas you have heard elsewhere or do you just take them for yourself and act like you are saving the day?
7. Do you always need to be right?
8. Do you accept others as they are?
9. Do you spend time criticizing others for what they do and look like?
10. Are you jealous and envious of others and what they know?

If you have answered more than 6 neg. questions as yes, seek a job coach.



BECOME THE ADMIRER LEADER IN NO TIME

Ever notice how some people are a magnet for others in a meeting or just are the center of attention when they speak? You too can become a leader-but leader qualities entail empowering others, being happy that they contribute and simply stepping aside and letting others grow with you.

Collaboration and teamwork is all it takes.....

Back in the late 80's I was involved in a group in Santa Barbara California called Leadership Santa Barbara and I was sponsored by Apple Computer to attend. The program lasted ten months and we were paired in groups and taught collaboration and teamwork. I am sure some of you have been through some of these and were happy to have fun outside of the office, but what is most important is putting into practice what we learn. In our team building exercises we were taken for example out into the forest one day close to President Reagan's ranch and asked to use several tools we had to use to build ourselves out of the situation. We all had to collaborate and come up with ideas, good, bad, or not, we had unique ideas that contributed to solving the problem at hand. We put our brains to good use. We listened to each other, planned the use of the tools, planned an escape route, planned the role of each one of us and how we were to contribute to our success as a team. Not one person was left out, not one idea was left out. No one knew the ranks or job titles or position of the other, or last names, we did not care. We only cared about working with each other to make our plan work.



"The more we speak to others, the more we should listen. For if we do not listen intently, then we fall short of what others are saying and can never make up that time of listening." Dr. Darsi Beauchamp

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