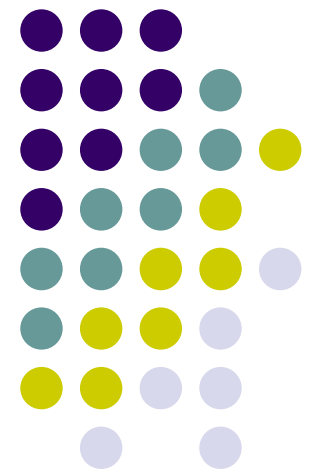


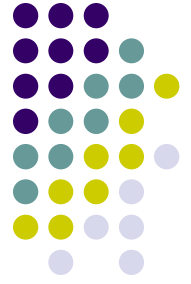
Professionalism: When all You Want To Do is PULL YOUR HAIR OUT!

IYI Kids Count Conference
December 1, 2009

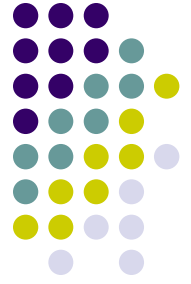
Rebecca L Smith, MDiv/CE, CPP
Pastor/Consultant
beccalynsmith@aol.com



Agenda



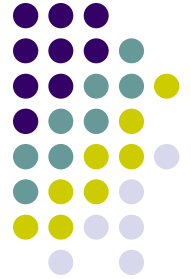
- An Overview of Our Time Together
- Your Expectations
- Who's Here?



Think back to a time when you've been asked to serve on a committee.... *What is the FIRST question you ask yourself?*

1. **WHY** are we doing what it is we'll be doing?
2. **WHAT** is it that we'll be doing?
3. **HOW** are you going to do it?
4. Well, **WHAT IF** we do _____ (fill in the blank)?

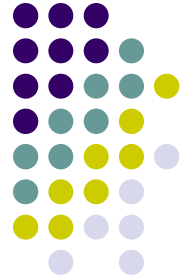
FOUR CORNERS....



Now, go and stand in the place that corresponds with your question.

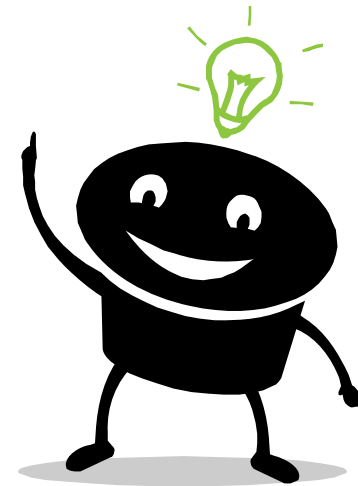
Remember, this is your **first question** that comes to mind.

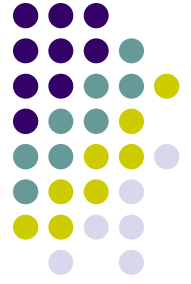
Take a look around... What Do You See?



Observations...

Learnings?

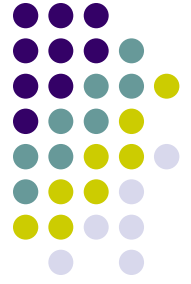




*Now, think of the **SECOND** question you ask yourself.*

1. **WHY?**
2. **WHAT?**
3. **HOW?**
4. **WHAT IF?**

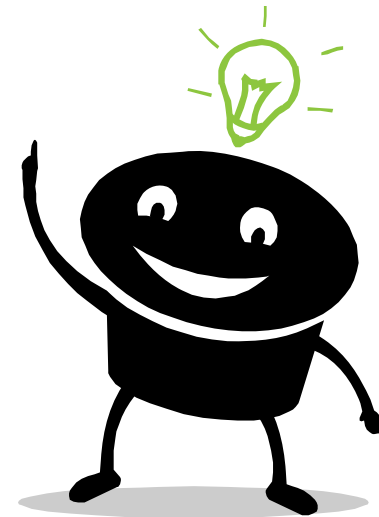
Again, take a look around... What Do You See?



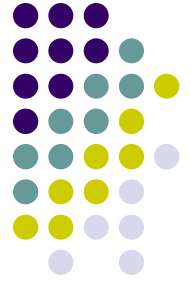
Is it the same?

What's different?

Learnings?



The WHY?



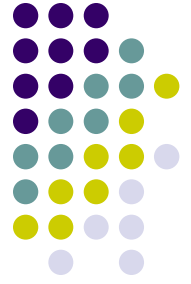
How many of you have experienced conflict in the workplace?

If you could be totally honest, how many of you get frustrated when your co-workers don't do it the way you think it should be done...

YOUR WAY?



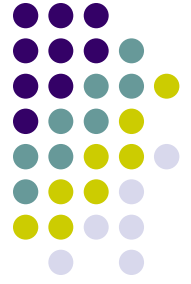
The WHAT?



*“It seems most of the stress and conflict in our lives is related to how we interact with others. We all seem to have one of two disorders, **BLM Syndrome** or **BLT Syndrome**... they are not really curable, but we can learn about them, control for them, and reduce their symptoms,”* writes Linda V Berens.

(Understanding Yourself and Others: An Introduction to Interaction Styles, pg. 1, Telos Publications, Huntington Beach, CA. 2001.)

The WHAT—cont'd



Anytime there is more than one person or thing trying to occupy the same space, ***conflict is inevitable.***

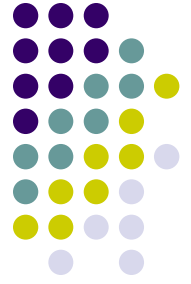
Conflict is inevitable in all relationships . . . even with co-workers!

The WHAT—cont'd

Conflicts abound over assessment of situations, approaches to situations, problem solving styles, preferences of application, personality differences, work environments, organizational cultures ...

in other words, conflicts abound over preferences, and **WORK STYLES!**

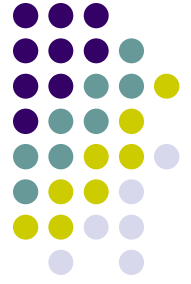




The WHAT—cont'd

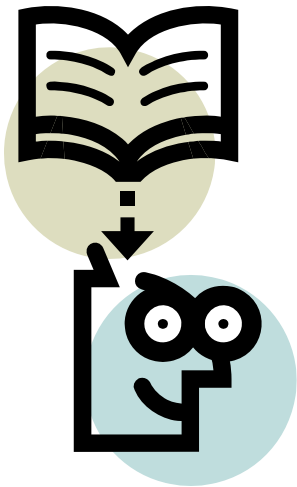
The professional approach, then, is to recognize that conflict is **NOT** to be resolved, but rather to be *managed*.



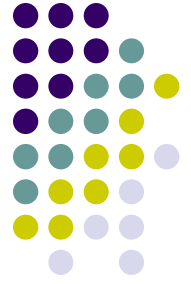


So, HOW do we professionally manage the conflict?

- Recognize your own work style **preference**, what makes you ‘tick’ and operate at your best.



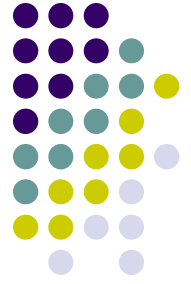
- Be open and learn all you can about other work styles and how you can best interact with them.



Managing the conflict—cont'd

- Use patience and discipline in growing your 'shadow side', those areas that challenge you.
- Make commitment to work through the difference.
- No one has 'achieved' perfection... we're all a work in process!



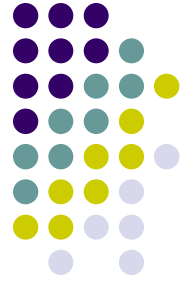


Managing the conflict—cont'd



To understand himself man needs to be understood by another. To be understood by another, he needs to understand the other.”

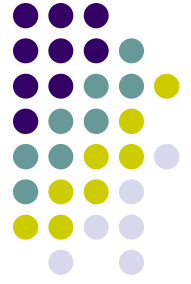
--Thomas Hora



Discovering Own Work Style

- '4 Corners'
- Many, many inventories
- No one will 'capture' your entire style
- Don't 'peg' yourself into one box. Use inventories merely as starting points for understanding yourself and others.



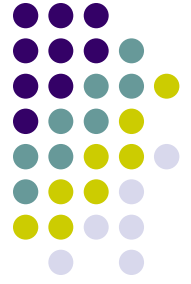


Discovering Own Work Style

Some helpful resources may include:

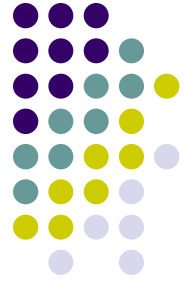
1. Myers-Briggs Type Indicator® (MBTI®)
2. Multiple Intelligence Theories

Discovering Own Work Style



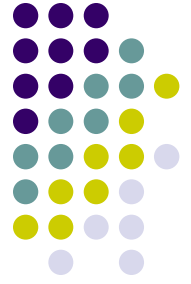
3. Conflict Management Styles including the Thomas-Kilmann Conflict Mode Instrument (TKI)
4. Fundamental Interpersonal Relations Orientation™
5. David Kolb's work on Experiential Learning Theory and Learning Styles

Tips for Success



- ✔ Know Thyself... “and to thine own self, be true.”
- ✔ Acknowledge differences. Learn what you can about others and what makes them ‘tick.’ Celebrate and value differences.

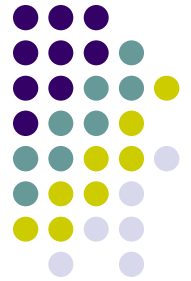
Tips for Success



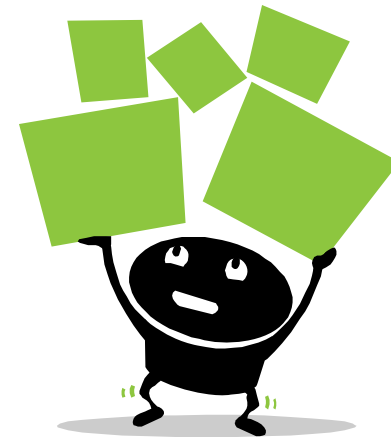
- ✔ Pay attention to how you are being perceived. Ask for feedback and receive it!
- ✔ Take the **HIGH** road. Initiate and model preferred behavior, especially when it comes to working with differences.

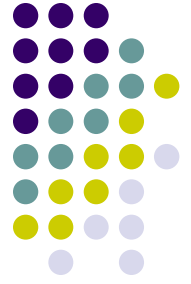


Tips for Success



- ✔ Take responsibility. Don't use your work style preferences as an excuse.
- ✔ Stress can magnify the conflict.





Tips for Success

- ✔ 'Walk the Talk.' If you say you value differences, show it by your actions. Be consistent. Be ethical. Be reliable.
- ✔ Stay FLEXIBLE! *“Remember that everything counts.”* (The Leadership Secrets of SANTA CLAUS, pg. 72-73).

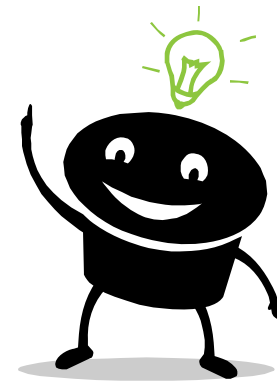


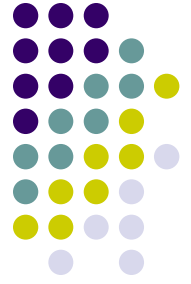
The What ifs?



Any New Learnings ?

Applications ?





Resources

- Armstrong, Thomas. Multiple Intelligences in the Classroom. Association for Supervision and Curriculum Development. Alexandria, VA. 1994.
- Berens, Linda V. Understanding Yourself and Others: An Introduction to Interaction Styles. Telos Publications. Huntington Beach, CA. 2001.
- Dunning, Donna. Introduction to Personality Differences. CPP, Inc. Mountain View, CA. 2006.
- The Leadership Secrets of SANTA CLAUS: How to Get Big Things Done in YOUR "Workshop" . . . All Year Long. The Walk The Talk Co. Dallas, TX. 2003.

Some helpful Web Resources I've discovered on the subject:

- www.cpp.com. Mountain View, California
- www.MindTools.com. United Kingdom
- www.interactionstyles.com
- www.16types.com