

# Handling Difficult Behavior

## *Conflict Resolution*

*“Authentic leaders are dedicated to developing themselves because they know that being a leader takes a lifetime of personal growth.” ~ Bill George*

*Presentation for:*



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Supervisors  
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*Presented by:*

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Certified Effectiveness Coach



CLARITY CENTRAL®

# About Your Presenter

**Scott Nelson** is a certified effectiveness coach. He is a leadership coach and corporate trainer for Clarity Central based in Minneapolis, MN. Scott graduated with a B.B.A. degree from University of Wisconsin-Eau Claire and has done post-graduate work in ontology.

In 1988, Scott began working as a sales manager in the beauty & cosmetic industry while also starting a career as an inspirational speaker on the topic of positive communication.

In 1993, Scott began working at Mayo Clinic as a conflict resolution mediator for patients and physicians. In 2002, he became a stay-at-home dad and was active volunteering in their school activities and coaching youth sports. He is also a volunteer firefighter.

Scott's leadership coaching career began in 2005 when he graduated from the Ideal Coaching Academy where he then began coaching and training future certified effectiveness coaches. His emotional intelligence, authentic feedback and ability to teach personal awareness have been at the core of his success.

Scott's coaching and training experience spans internationally and involves several industries as well as many different organizational and personality types. He has worked with people of incredibly varied backgrounds, from Maasai tribes in Tanzania, to executive leaders in corporate America, to teachers in local high schools.



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***"Practice when it's not needed, so that you're practiced when it's needed."***

*~ Scott Nelson*



# Understanding Resistance

*Behind every complaint is a hidden request.*

- **Lack of understanding: “I don’t get it”**

What to do: \_\_\_\_\_

- **Negative emotional reaction: “I don’t like it”**

What to do: \_\_\_\_\_

- **Lack of relationship: “I don’t trust you”**

What to do: \_\_\_\_\_

## The Practice of Suspension

### Noticing

This can range from noticing a need to speak to a feeling of strong emotion, such as anger or fear.

### Hit the Pause Button

This is a conscious step to pause and self-observe one’s emotional state instead of responding automatically with old learned patterns.

### Reflection

This is about letting things sit in one’s mind long enough to be given a chance to soak in.

### Rethinking

This is about changing one’s position by rethinking the issue one started with. It often results in seeing the issue in a very different way from the way it was seen in the beginning.

Thought   ||   Emotion   ||   Reaction

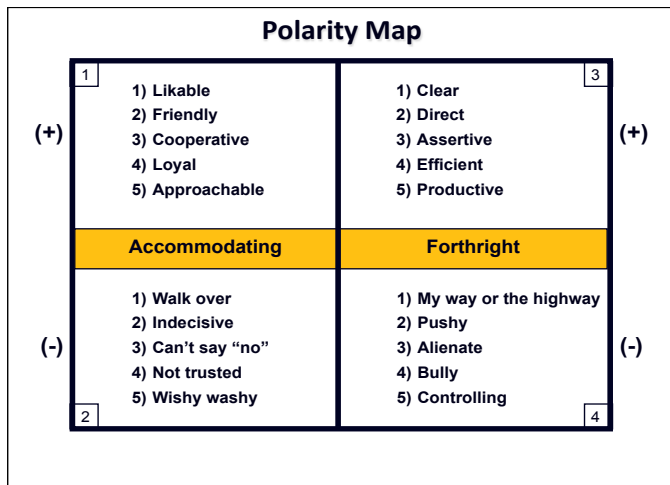
*“As you change the way you think on the inside, people  
and circumstances will change for you on the outside.”*

*~ Brian Tracy*

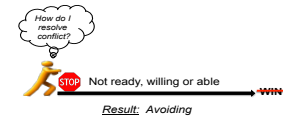


# Courageous Conversations

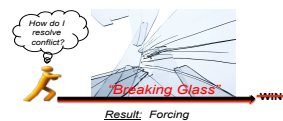
*Saying what needs to be said, to the right person, at the right time, in the right way.*



## Do Nothing



## My Way or the Highway



## Skilled

- Doesn't hold back what needs to be said
- Lets people know where they stand
- Faces up to problems or situations quickly and directly

*"Your ability to speak up about issues that weigh you down is crucial to your success at work and in life." ~ Maggie Warrell*

## Unskilled

- Holds back in tough feedback situations
- Knows but doesn't disclose
- Avoids conflict and controversy

*"All conflict we experience in the world, is a conflict within our own selves." ~ Brenda Shoshanna*

## Overused Skill

- Fights too many battles
- Provides too much negative feedback
- Overly critical

*"Courage is what it takes to stand up and speak. Courage is also what it takes to sit down and listen." ~ Winston Churchill*

## Collaboration

