

6 Tips for resolving conflicts with Grace and Civility.

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It's time for positive
CHANGE



Coming Up...

Dr. Jean Davidson and I have several [Insights Deeper Discovery](#) workshops coming up in 2016. **The next one is on October 13th.** Make personal and career breakthroughs, navigate transition periods, and explore your individual self worth (or team dynamics) with Insights Deeper Discovery. [Register Today!](#)

6 Tips to Keep Things Civil October, 2016



We're in the thick of election-year politics and, as such, we are constantly barraged with negative messages and arguments between the two main sides. With all the name calling, finger pointing, and general rudeness, it's easy to forget what a civil disagreement looks like. Let me help you remember!

Next time you get into a dispute with someone—be it a family member, a co-worker, or (heaven forbid!) your boss—**resist you fight or flight instinct**. In other words, DON'T lash out and DON'T run away. Neither action solves anything. Instead, confront the issue with grace and civility.

Try these 6 tips to get you on track toward conflict resolution:

1. **Identify the root of the issue**

What is causing the conflict between you and the other person? Figure out what is truly bothering you and *then* work on coming to a mutually beneficial agreement. Sometimes, you'll find that the conflict stems from a simple misunderstanding. Maybe a co-worker thinks that he is supposed to work with a certain customer when you're certain that the customer is *yours*. By simply talking about and identifying the root of the conflict, you're more likely to come to a swift resolution.

2. **Listen**

This is HUGE. Many of us are so wrapped up in our own thoughts and opinions that we don't take the time to *actually* listen to the other side of the story. We're often busy thinking about what we'd like to say next and do not pay attention to the rationale of the other person. Instead, be present. Listen—don't just hear—what your counterpart has to say. Ask good questions and pay attention to the answers. Then, try to make sense of what she is saying. Once you have a good understanding of the other person's point of view, then make your case.

3. ***Tactfully* lay your cards on the table**

If something has been bothering you, be honest about it. Let someone know if a policy or action doesn't sit well with you and explain why you feel that way. Be prepared to explain your point of view and offer alternatives. The sooner you try to resolve the thing that is bothering you, the better. When a conflict festers for too long, it can come exploding out of people like a volcano. Better to deal with a flicker of discontentment than a lava flow!

4. **Practice empathy**

Empathy is part of what makes us human. We have the capability to think about and attempt to understand how others feel. However, we don't always *use* this capability. Too often, a dispute becomes about three people: me, myself, and I! Rather than focus your lens on your personal grievances, think about the other side of the disagreement and try to understand that point of view.

5. **Arm yourself with facts**

In any dispute, facts and data are your friends. Especially when you're dealing with a major workplace conflict, you probably shouldn't act based on hunches or whims. Instead, research the facts (if you can) and present them objectively. But, be prepared! Sometimes the data will show that your stance is not necessarily the correct one and you'll have to come to terms with that.

6. **Keep an even keel**

Even if your opponent is elevating her voice, interrupting, or lashing out, don't stoop to that level. Keep a confident calm and state your case with grace, poise, and a level head. Take comfort in the fact that you are taking the high road, no matter the outcome of the dispute.

Although conflict may be inevitable, it doesn't have to be painful. By practicing some basic civility, taking the time to empathize with the other party, and calmly stating your case, you'll make it through with your dignity intact and (hopefully!) you'll reach an agreement that is mutually beneficial.

Sincerely,

A handwritten signature in black ink that reads "Margaret". The signature is written in a cursive, flowing style with a long horizontal stroke at the end.

Need help with civility in your workplace? Please [contact me](#).

From the UXL Blog...



Overcoming Negative Self-Talk

Many people struggle with keep a positive internal voice. Is that you? If so, please take the time to read this post and help change the narrative running through your head.

You can do it!

Read on!



The 2-Minute Power- Boosting Technique

Interview coming up?
Big meeting? Give your confidence a noticeable boost with this handy two-minute, science-backed technique.

Read On!



How does SUCCESS relate to GRIT?

I recently watched a TED Talk by psychologist Dr. Angela Lee Duckworth on the subject of grit. Her findings are surprising and insightful. Here is my take, plus a link to the video...

Read On!



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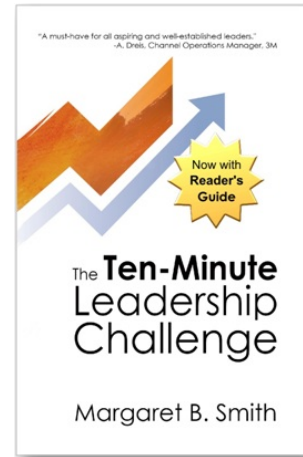


UXL's mission is to create leaders, promote positive change, and enable businesses and individuals to transform their dreams into reality. **Margaret Smith** is a career coach, speaker, author, licensed [Insights Discovery practitioner](#), and adjunct professor at St. Kate's University with 27 yrs experience as a Senior Leader for 3M. [Learn more about Margaret and UXL.](#)

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Margaret is the co-founder of the TAG team <http://www.tag-mn.com/>, a group of accomplished coaches that guide individuals and organizations to reach their peak. She runs TAG with acclaimed coach [Karen Kodzik](#).



Margaret is a licensed Insights Deeper Discovery practitioner. She guides individuals undergoing a transition through her program, [Intentional Discovery](#), co-founded with [Dr. Jean Davidson](#) (Davidson Consulting and Coaching).

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10/5/2016

6 Tips to Keep Things Civil (even during an election year!)

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