

A topographic map background with contour lines and a vertical strip on the left side showing a road or path. The map is in shades of green and brown.

# Motivating Performance While Maintaining Civility By Promoting Constructive Conflict

*Presented By:*

*Stephanie Bellin*

*Bellin Training Solutions, LLC*

**920-851-5202**

***srandall21@aol.com***

# Promote Base Civility Principles

- ❑ Positive people make a difference – make them the face
- ❑ Be both human and kind – especially to strangers
- ❑ Remember actions, people and inaction will come back around
- ❑ Civility is for all people – make them feel as though they matter
- ❑ Negativity spreads; infects everyone
- ❑ Being uncivil is felt internally

# Constructive Conflict Tips

- ❑ No triangulation – I statements
- ❑ Establish healthy boundaries right away
- ❑ Utilize a relaxation technique before encounter
- ❑ Be mindful of non-verbal communicators (reminders)
- ❑ Ask yourself what is your end goal?
- ❑ Don't be an absolutist, *EVER!*
- ❑ *Avoid living in the past*
- ❑ Establish common ground through empathy
- ❑ Be a civil listener
- ❑ Tone, rate of speed and volume, word emphasis
- ❑ Find points of agreement
- ❑ Remember the 5 communication needs
- ❑ Recognize when silence is necessary
- ❑ Perception not intent
- ❑ Power in the pause – rational thought questions
- ❑ Take ownership when appropriate
- ❑ Confidential location

# Forward Focused Performance Management Between Employees



- ❑ **Prepare – What are the broad issues?**
- ❑ **Prepare – How are you contributing to the current atmosphere?**
- ❑ **What are some potential solutions you have to move forward?**
- ❑ **How can you be a part of the solution?**
- ❑ **How can I help with the solution?**

# Motivating Performance

- ❑ Only 2 proven motivators – genuine appreciation, growth and development opportunities
- ❑ Wage, working conditions, flexibility, benefits, etc. are either satisfiers or dissatisfiers
- ❑ Most challenging employee group is made up of the outstanding performers
- ❑ Motivation is unique for everyone
- ❑ Useful engagement surveys & best use

# Commitment

- ❑ Proactive About message
- ❑ Clear goals, roles and buy-in
- ❑ Leadership team communicates the same message.
- ❑ How are people a part of the process?
- ❑ Transparent Communication
- ❑ Cascading Communication
- ❑ See motivation handout



# Trust



- **Trust is built through consistency.**
- **Managers/Supervisors need to show vulnerability.**
- **Trust is a work in progress.**
- **Goal is to get to a 360 degree evaluation at all times.**
- **Leadership needs to be delivering the same message. No leapfrogging!**
- **Team effectiveness exercise**

# Additional Motivation Tips

- ❑ Promote empathy, common ground and re-direct to manage triangulation
- ❑ Set realistic expectations
- ❑ Perfect true listening
- ❑ Walk the talk





# Additional Motivation Tips

- ❑ **What is your end goal?**
- ❑ **Don't label people. Not all people fit into the same label.**
- ❑ **Work on your response. You can't change other people.**
- ❑ **Focus on attitude, issue, situation and behavior.**
- ❑ **Even tones, lower volume, slow down speech.**
- ❑ **Make everybody feel as though they matter.**

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# How To Find Me

- ❑ Twitter - @bellinstephanie
- ❑ Instagram – steph.bellin
- ❑ Linked In - Stephanie Bellin
- ❑ Monthly Accountability Group – **Steph's Accountability Solutions** – email me at [bellintraining@gmail.com](mailto:bellintraining@gmail.com) or call me at 920-851-5202, 920-470-3388