



Chapman Foundation *for*
CARING
COMMUNITIES

CONFRONTATION & CONNECTION

VISION

We imagine a society where leaders have the skills and courage to care.

MISSION

We offer transformational learning experiences that strengthen relationships, align teams, and build stronger communities.

Leadership Philosophy

Everyone has the capacity for leadership

Leadership impacts all aspects of life – family, workplace, & community

Leadership is a privilege and a profound responsibility

Learning Objectives



After completing this session, participants will be able to:

- Consider how they want to lead in challenging conversations.
- Understand skills and a framework for confronting with care
- Explore confrontation as an opportunity to connect.

Reflect and Respond

Consider a current relationship where you find that you are regularly 'bugged'.

- How do you typically respond?
- What goal do you have in mind for this relationship?



How do you typically respond when you are regularly bugged by someone?



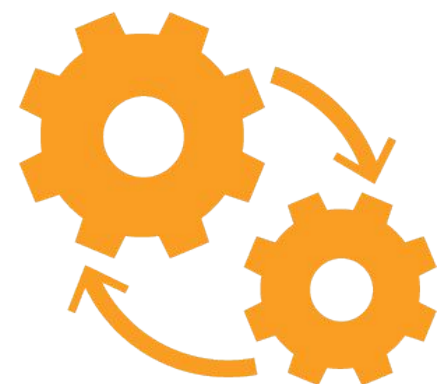


Three Moves



Accept the Behavior

I **change** to see that which originally upset me as something I can now accept



Adjust the Circumstances

I **change** the situation by removing what originally upset me from the scene



Ask for Change

I confront someone with the **facts and feelings** of my problem and **ask for change**

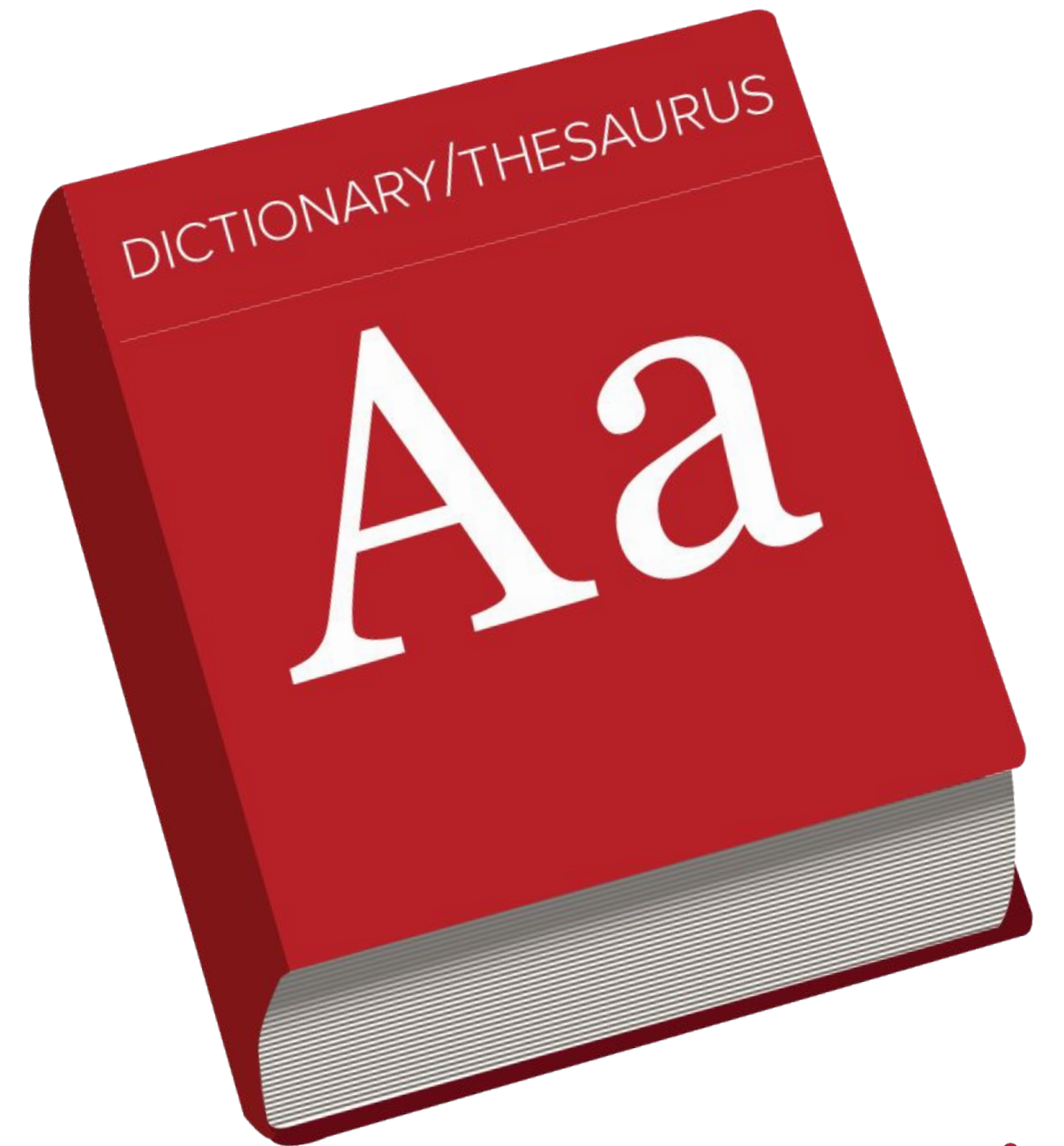
I CHANGE

I CONFRONT

Confrontation Defined

Confrontation is to face someone with the **facts** and **feelings** of my problem and **ask for change**.

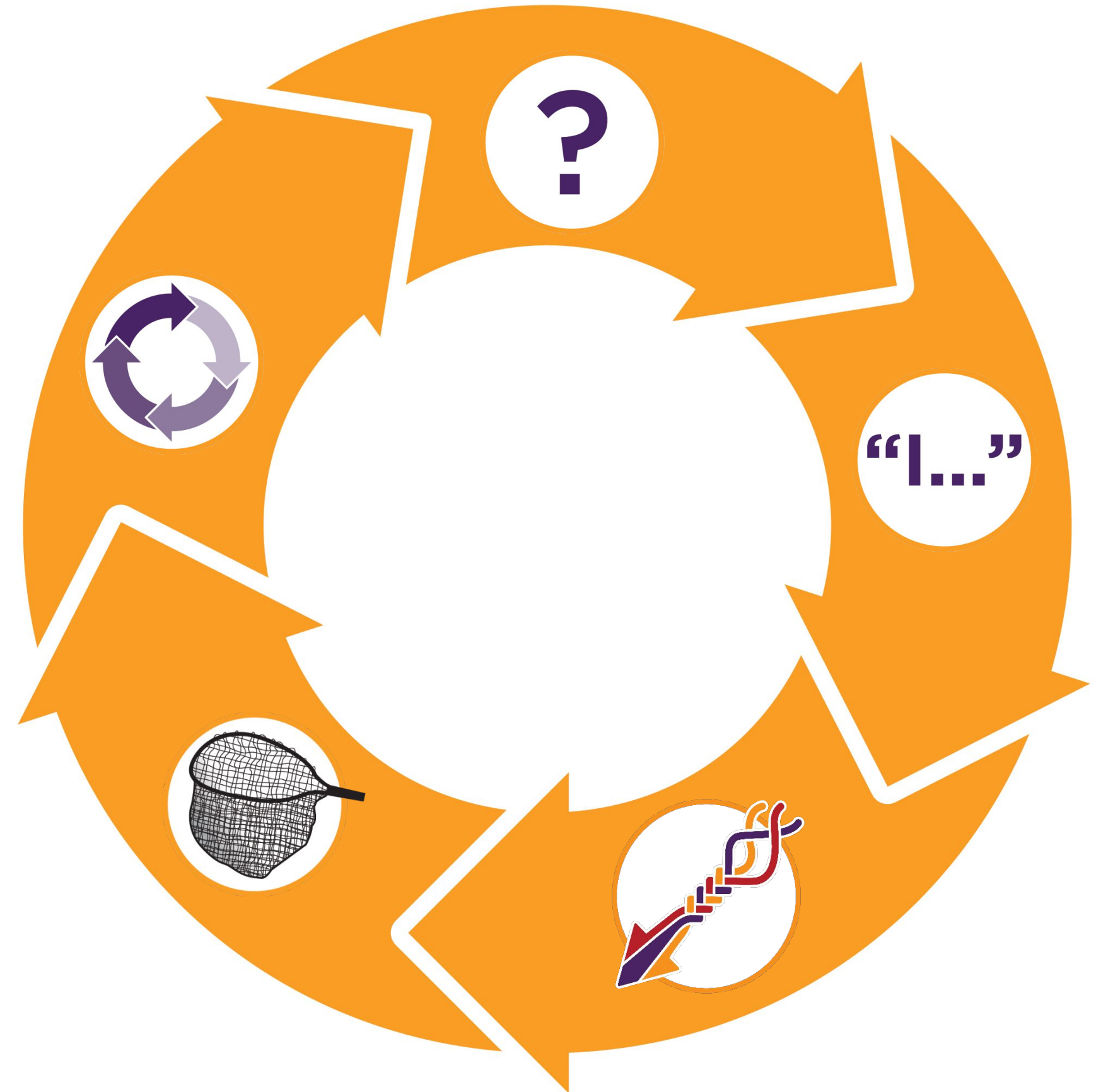
Confrontation is simply a **conversation starter**.





How to Confront

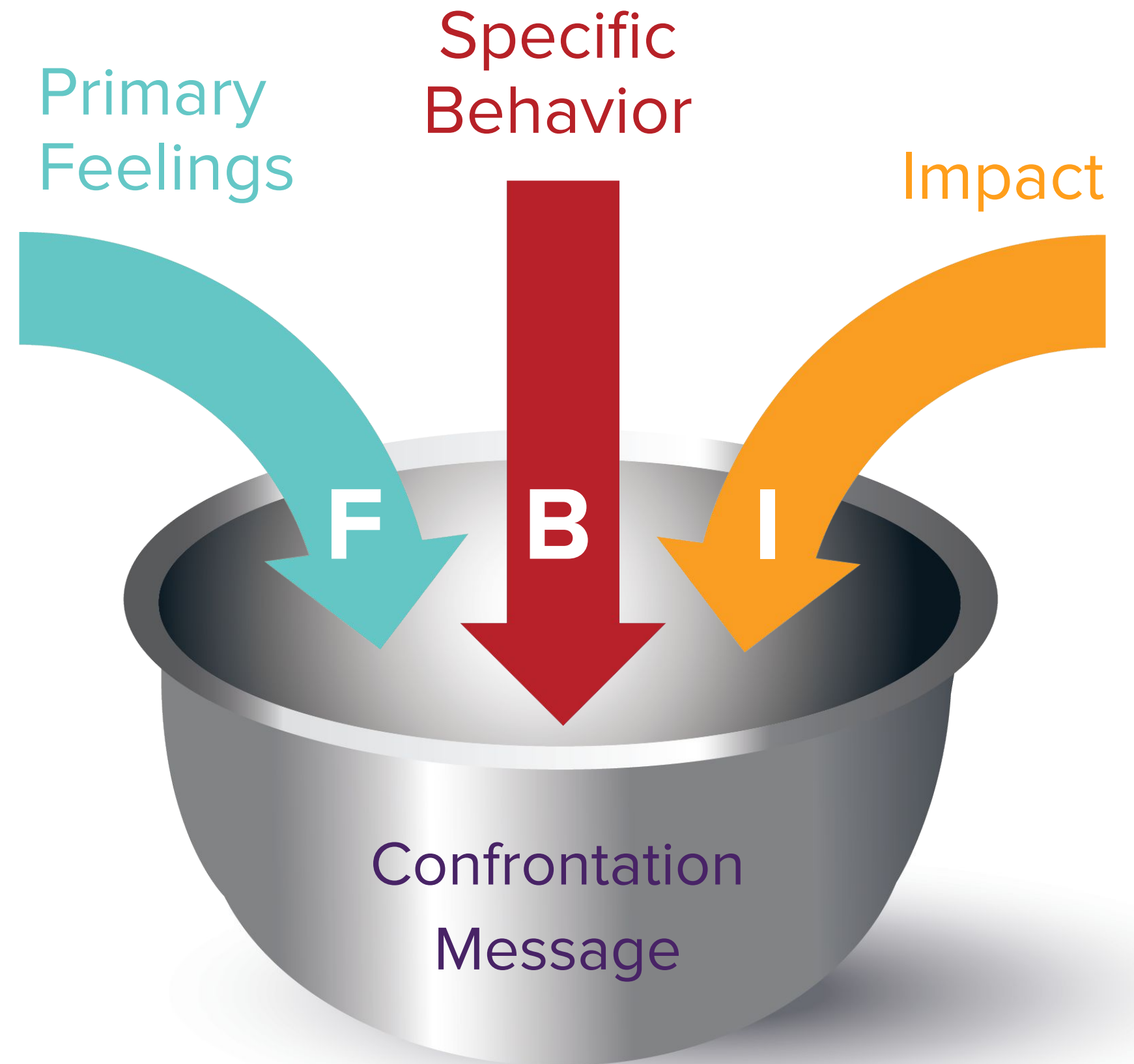
1. Check your motive
2. Craft your confrontation message
3. Send your confrontation message
4. Reflectively listen
5. Repeat as needed





Crafting Your Confrontation Message

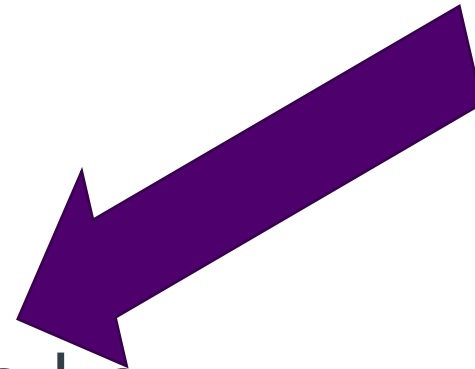
- Include **three ingredients**
- **FBI: Feelings, Behavior, Impact**
- The **order** is flexible



Feelings and Emotions

Benefits

- Emotional intelligence is a key mark of outstanding leadership
- Generate less defensiveness
- Provide a clear understanding of our needs



ANNOYED

bitter
edgy
exasperated
frustrated
grumpy
impatient
irritable
irked

ANGRY

agitated
enraged
exasperated
furious
irate
outraged
resentful
upset

AVERSION

appalled
contempt
disgusted
dislike
horrified
repulsed

CONFUSED

baffled
bewildered
dazed
hesitant
lost
mystified
perplexed
puzzled
torn

DISCOMFORT

agitated
alarmed
discombobulated
disturbed
perturbed
rattled
restless
shocked
startled
surprised
troubled
turbulent
uncomfortable
uneasy
unsettled

DISCONNECTED

apathetic
bored
distant
distracted
indifferent
numb
uninterested
withdrawn

EMBARRASSED

ashamed
flustered
guilty
self-conscious

FEARFUL

afraid
apprehensive
anxious
distress
frightened
hesitant
nervous
panicked
paralyzed
petrified
scared
tense
terrified
worried

PAIN

agony
devastated
grief
heartbroken
hurt
lonely
miserable
regretful
remorseful

SAD

depressed
despondent
disappointed
discouraged
disheartened
dismayed
gloomy
heavy hearted
hopeless
troubled
unhappy
wretched

STRESSED/TIRED

burnt out
depleted
exhausted
fatigued
listless
overwhelmed
restless
sleepy
weary
worn out

VULNERABLE

fragile
guarded
helpless
insecure
leery
reserved
sensitive
shaky
tender

YEARNING

envious
jealous
longing
pining
wishful

AFFECTION

caring
compassionate
desire
friendly
loving
loyal
passionate
sympathetic
tender
warm

COURAGEOUS

adventurous
brave
capable
confident
daring
determined
free
proud
valiant
worthy

GLAD

alive
amazed
amused
awed
delighted
ecstatic
encouraged
energetic
enthusiastic
excited
gleeful
happy
hopeful
inspired
invigorated
joyful
lively
motivated
optimistic
pleased
thrilled
wonder

GRATEFUL

appreciative
moved
thankful
touched

HOPEFUL

encouraged
expectant
optimistic

INTERESTED

absorbed
accepting
alert
attentive
curious
eager
enchanted
engaged
fascinated
intrigued
open
receptive
spellbound
stimulated

PEACEFUL

calm
centered
comfortable
centerer
composed
content
fulfilled
grounded
patient
present
relaxed
relieved
satisfied
serene
trusting

RESTED

alert
alive
energized
invigorated
refreshed
rejuvenated
relaxed
renewed
strong



Ingredient 2 - Specific Behavior (not Judgment)

- **Behavior** can be **seen & heard** – it's **factual**
- **Judgments** are **opinions** we form based on our perspectives and beliefs
- We **label** others by **attaching judgments** to their behaviors
- Often we wrap behaviors **in judgment statements**



"You're not a team player" ... "That was unprofessional" ... "You lack initiative"

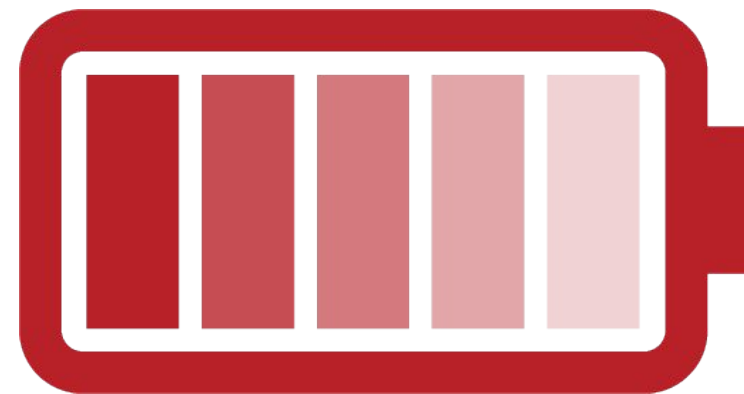


Ingredient 3 - Impact

Critical Question: What impact is the other person's specific behavior having on me, the team, or the organization?



Time



Energy



Money



Fulfillment

Completed Confrontation Message

1. The **primary feeling(s)**
2. The **specific behavior**
3. The **impact(s)**

“Pete, I am **anxious**; you have been **late for work three times this week**. It's **affecting productivity** and **forcing the team to play 'catch up'.**”

“Jim, I overheard you **say, 'Tim is incompetent'** to a customer. I'm **concerned** about **what the customer thinks** and **how this reflects on our team.**”



Think of the relationship you considered at the start of our session:

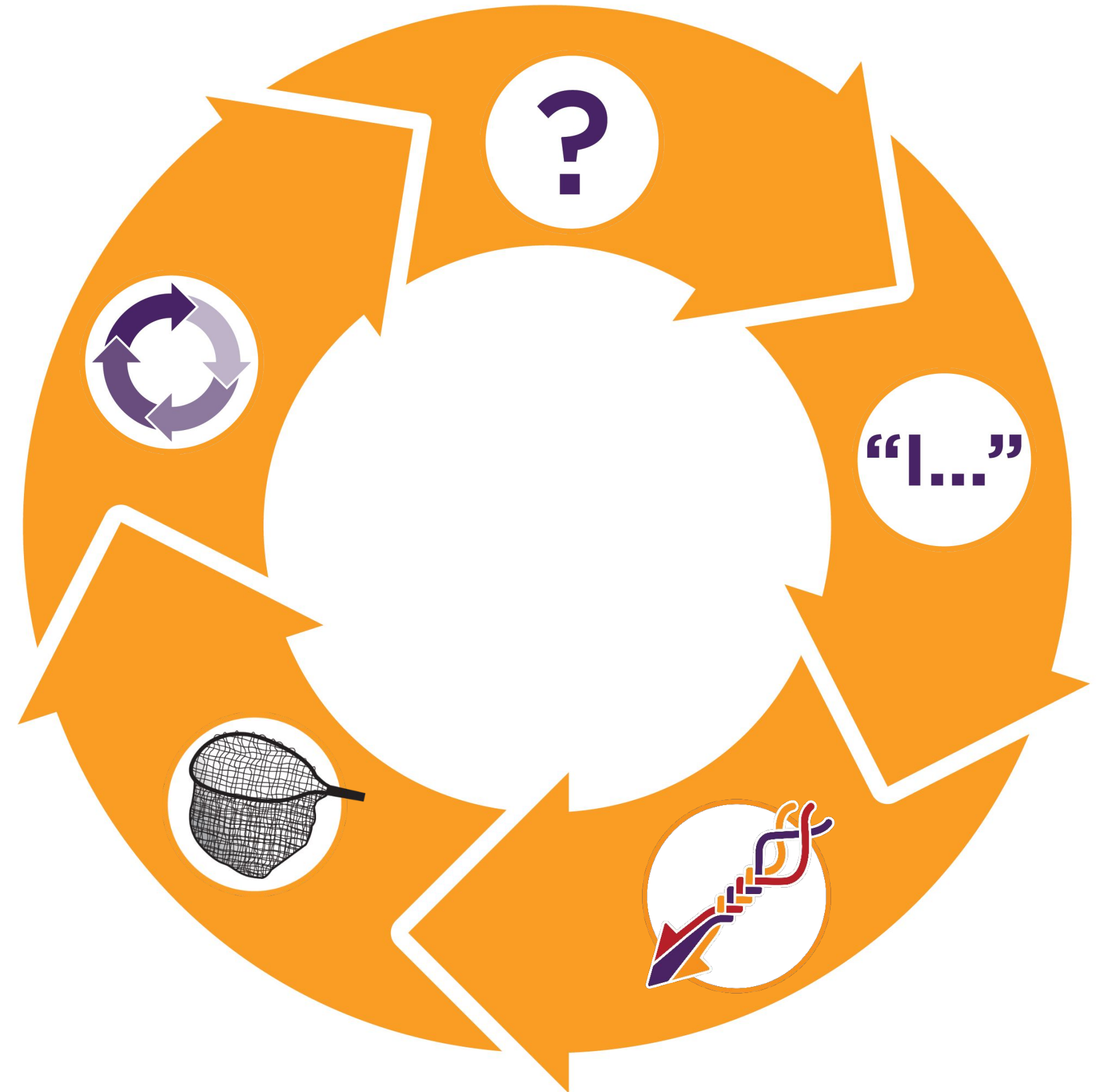
- Identify the F.B.I.
 - Feelings
 - Behavior
 - Impact
- Craft a confrontation message





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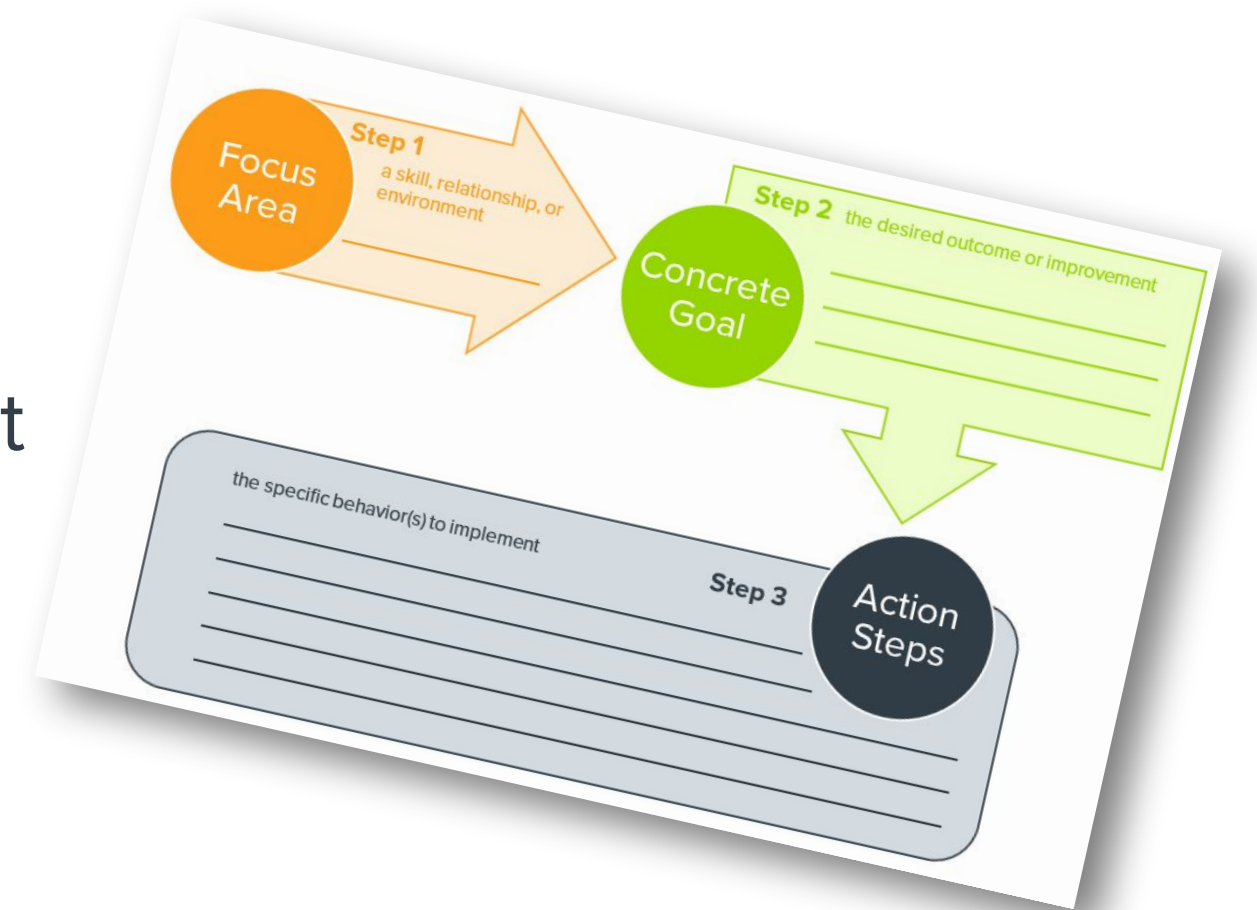




Five Reflective Listening Skills

Personal Action Plan

- What skills would you like to focus on?
- What changes would you like to make?
- Goal setting:
 - Focus Area – Skill, Relationship or Environment
 - Concrete Goal – Desired Outcome or Improvement
 - Action Steps – Specific Tactics to Implement



Next Steps

Sign up for Our Community Listens!

Contact us about becoming a Caring Workplace!

Check out our online resources!

