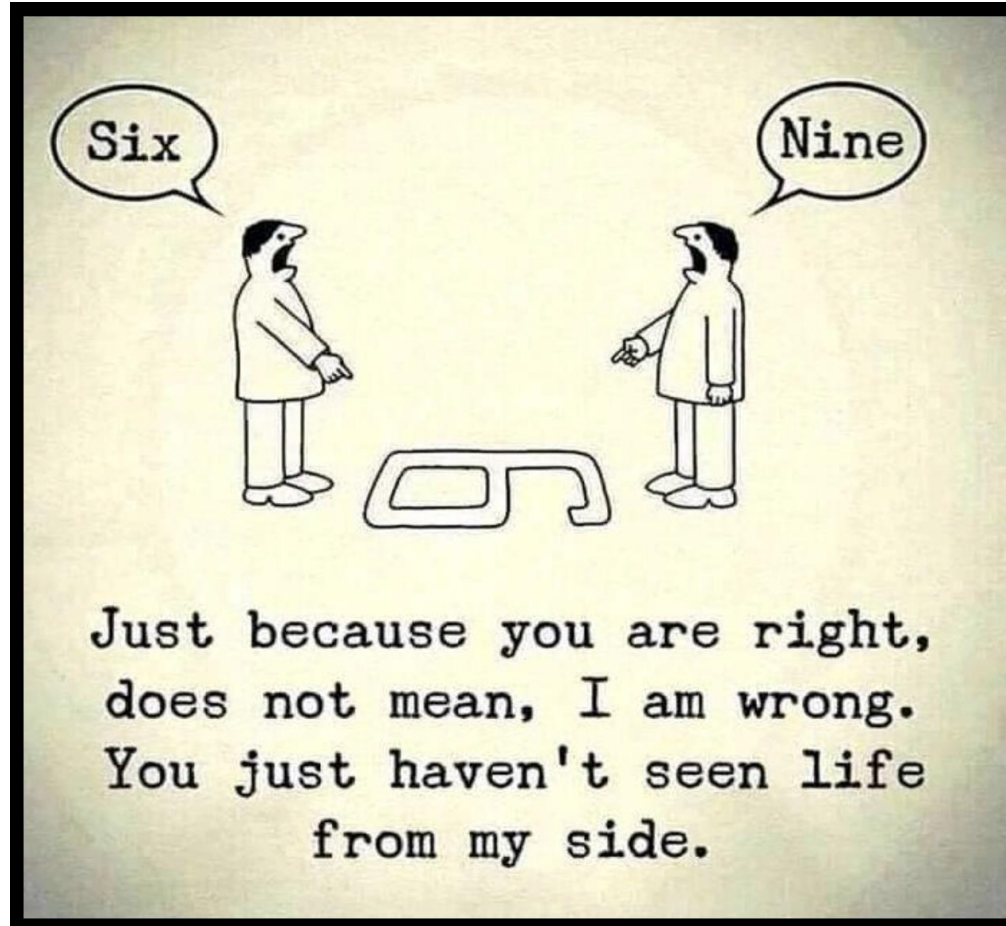


TURNING DIFFERENCES TO SUCCESSSES IN THE WORKPLACE

Dr Amanda (Mandy) Brisebois
Medical Director Palliative Institute
Certified Mediator
Wellness, Healthcare, and Executive
Coach

Award of Achievement in Equity,
Diversity Inclusion

TAKE A JOURNEY WITH ME



WHAT HAS YOUR LIFE LOOKED
LIKE IN THE PAST 5 YEARS?



CONFLICT: HOW IS IT HURTING US?



Liz Fosslien
@LIZ ANDMOLLIE

[No Hard Feelings: The Secret Power Of Embracing Emotions At Work,](#)



BURNOUT, WORK
DISSATISFACTION,
CONCERNS,
COMPLAINTS

LIFE ENERGY

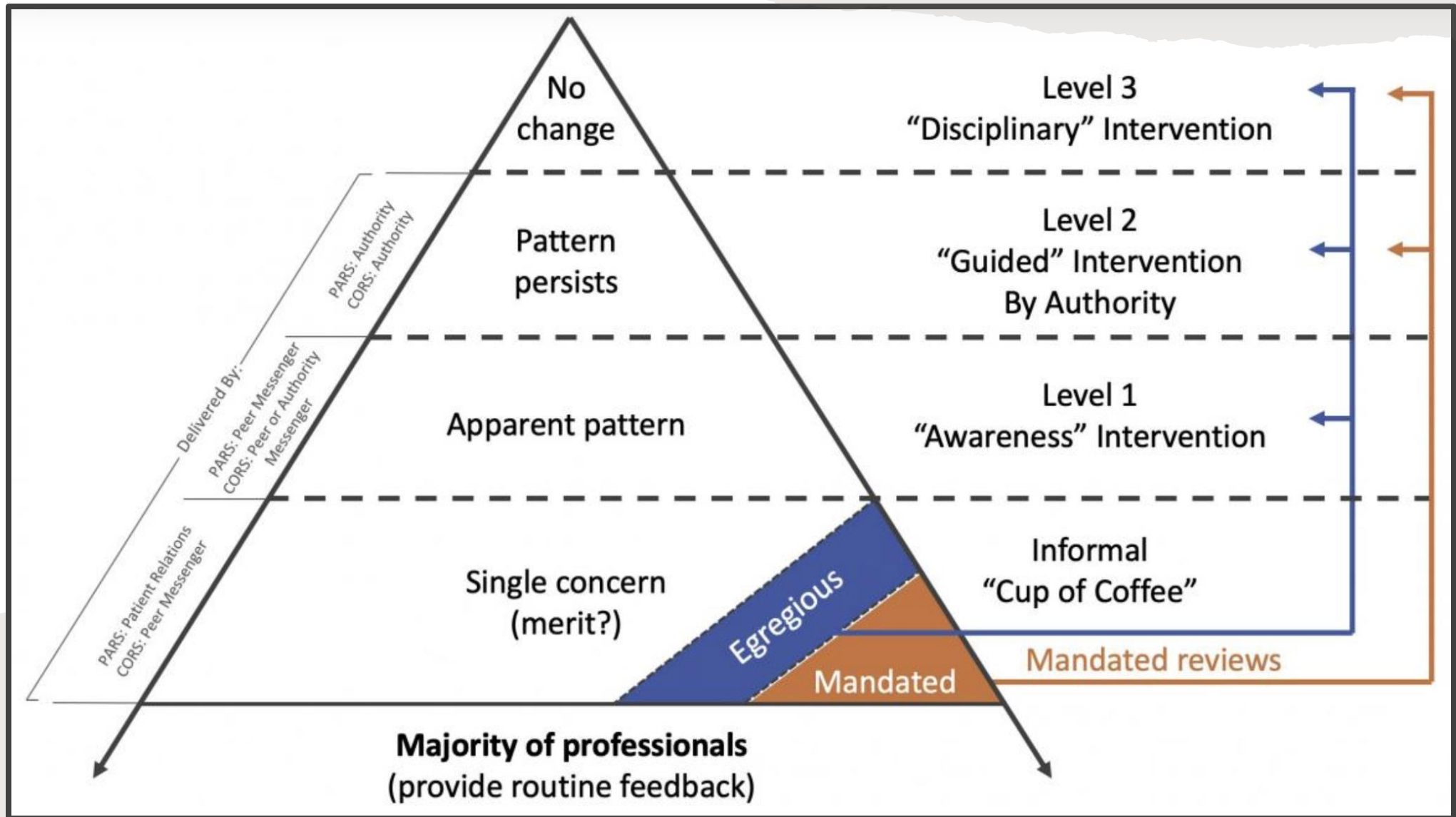
WHAT HAPPENS WHEN A
CONCERN IS BROUGHT
FORWARD?

WHERE ARE THE OPPORTUNITIES?

TEACHING and MASTERING THE PROCESS
OF DEALING CONSISTENTLY WITH
CONFLICT , WITH A GOAL OF OUTCOMES

WHAT EDUCATION DO WE
HAVE TO BE SUCCESSFUL IN
MANAGING CONCERNS?





VANDERBILT MODEL:
PROFESSIONALISM CONCERNS

CONFLICT COACHING, NEGOTIATION,
MEDIATION – FORMAL TRAINING??

“COFFEE CHAT”

“AWARENESS INTERVENTION”

“GUIDED INTERVENTION”

“DISCIPLINARY INTERVENTION”

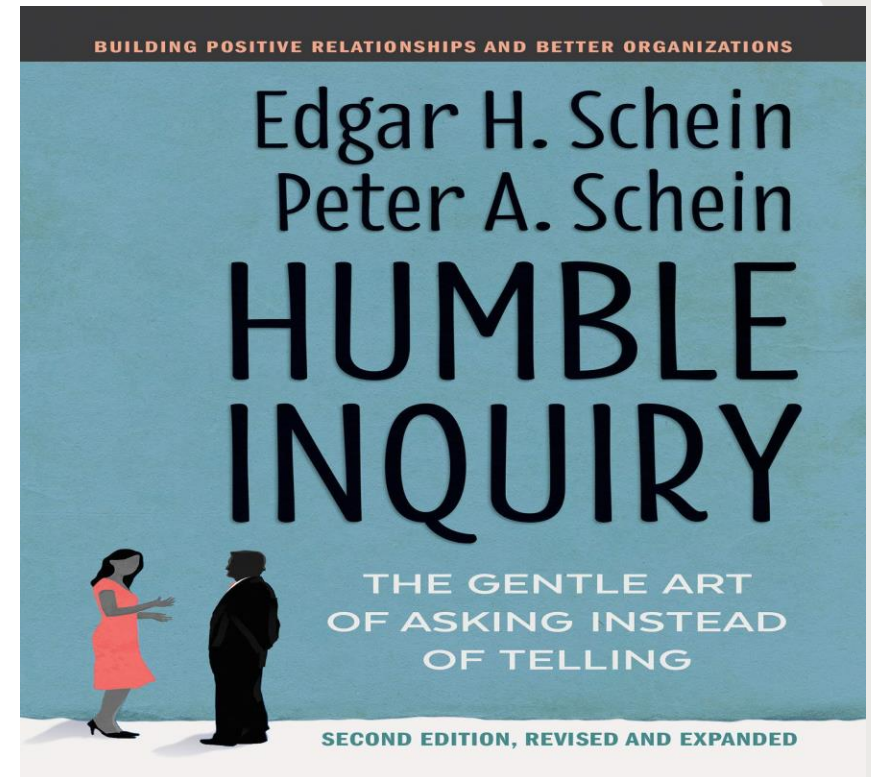
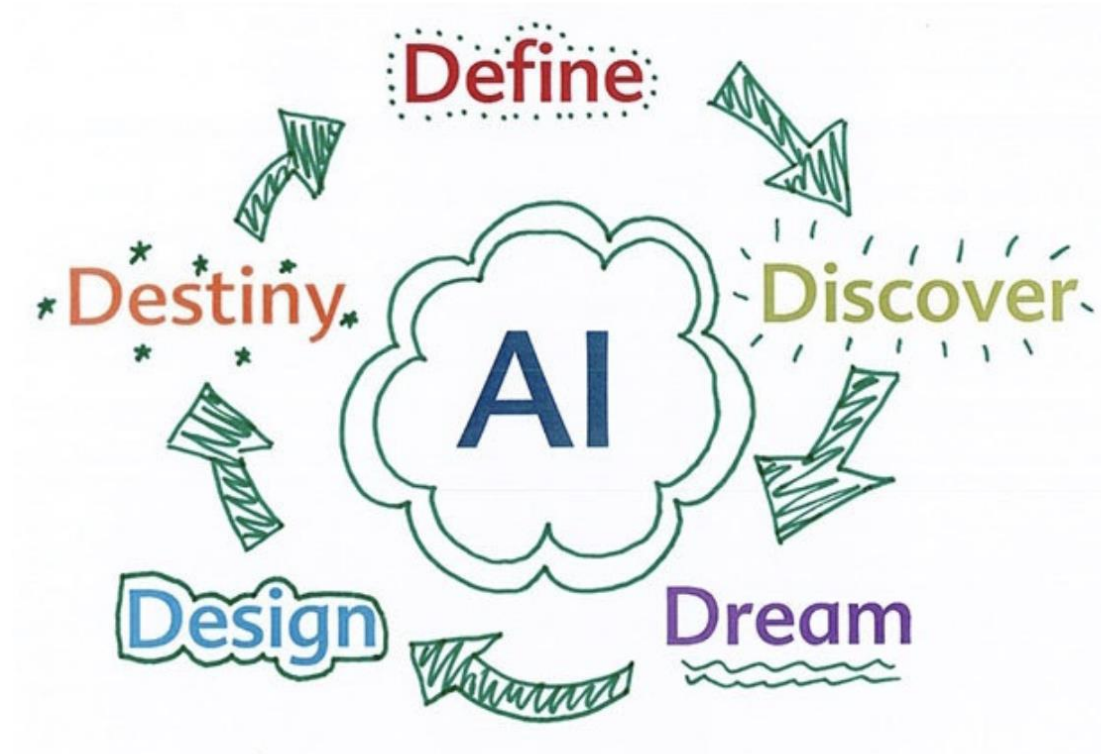
LEARNING
FROM OUR
“FAILURES”

FAILURE = OPPORTUNITY



THE "AH-HA" MOMENT AS A
COACH =

APPRECIATIVE INQUIRY.
HUMBLE INQUIRY



THE "AH-HA" MOMENT as
a MEDIATOR =

THE MOST IMPORTANT PART OF
WORKING THROUGH
DIFFERENCES: PLANNING





UNDERSTANDING AND PREPARATION

- TIME
- PROCESS
- DEFINING THE PROBLEM
- NEUTRAL LANGUAGE, SOLVABLE ISSUES
- PERSPECTIVES
- HONOUR EMOTION, USE IT WISELY
- MEETING PREPARATION OUTCOMES (SMART GOALS)
- FOLLOW UP

THE TRANSFORMATION (CONFLICT) ROADMAP

TRANSFORMING OUR DIFFERENCES: **B FREE** ROAD MAP

Situation of Concern:

Breakdown the issues: solvable, neutrally worded problems

FOCUS: what is important to you with respect to the issues (psychologically, socially, technically, spiritually):

Reflect: consider the stakeholders and why the issues matter to them

Endpoints: goals to achieve at the end of the process

Eedges: Blind spots, gaps in understanding (of your actions and others)

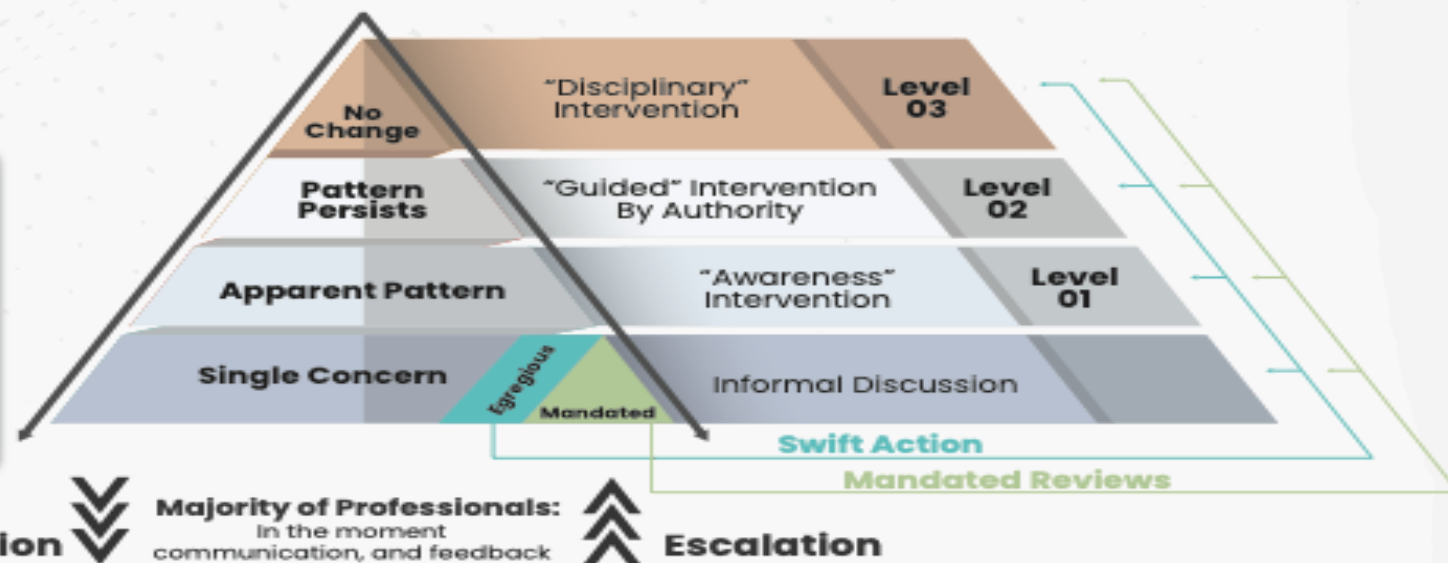
Next Steps?

TRANSFORM OUR CONVERSATIONS: B BETTER 2 B FREE

THE B FREE PROJECT

Create Opportunity from Conflict

- B** Breakdown the issues
- F** Focus on why it matters (interests)
- R** Reflect on stakeholders' interests
- E** End point /goals
- E** Edges/blind spots (what don't you know)



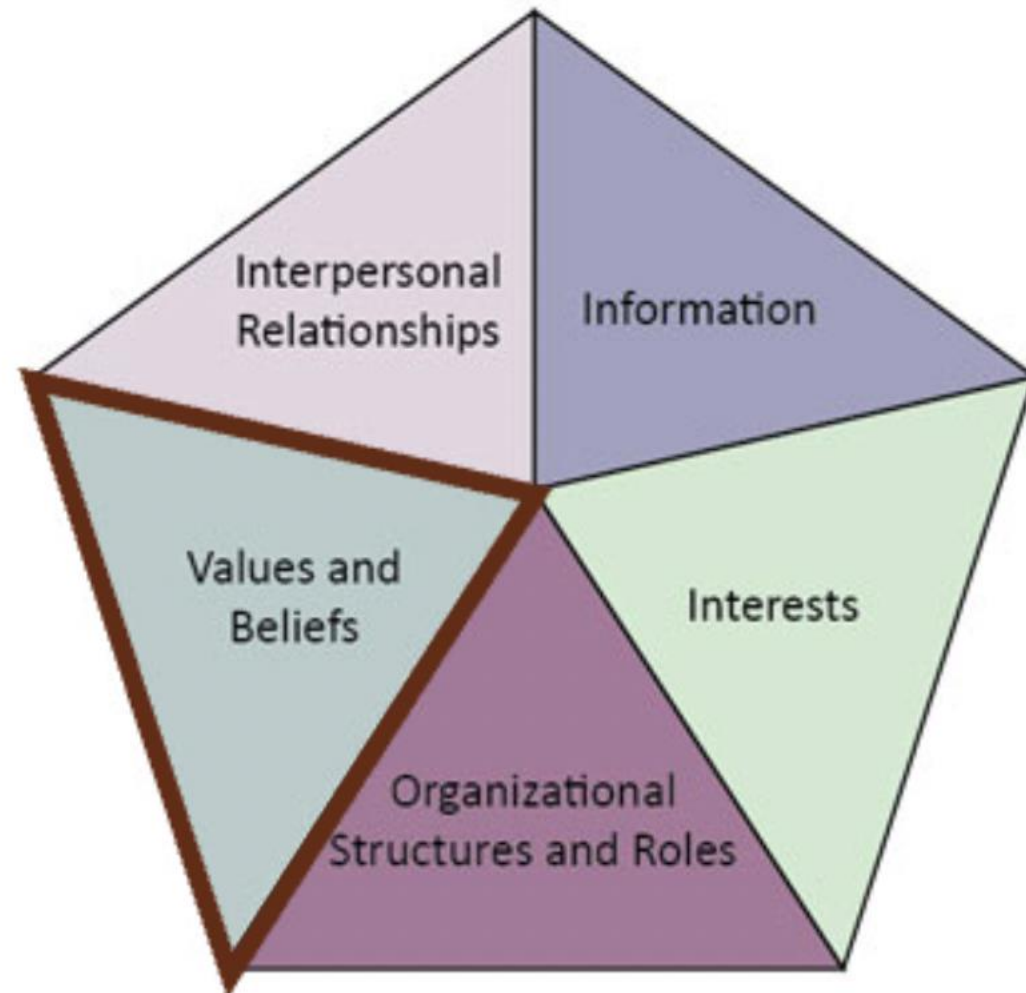
Transforming Differences into Successes

THE B BETTER PROJECT

Managing Differences: "In the Moment"

- B** Breath
- B** Believe positive intent, recognize Boundaries
- E** Examine your Emotions
- T** Timing - is this the Time and Place?
- T** Think about what the other party is experiencing
- E²** Engage in neutral, open questions. Appreciative inquiry. End point/goals
- R** Reflect, Regroup

WORKING THROUGH A REAL PROBLEM



CONFLICT ROADMAP CREATION:
THE PLANNING PROCESS



WHAT CAN GO WRONG IN A MEETING?



THE MEETING

- What to share?
- Who to share it with?
- Who to run the meeting?
- Supports needed?

- Neutral language
- Share emotions in a growth-oriented way

THE MEETING



PREPARATION (roadmap creation, sharing, opportunity to contribute)

AGENDA

MEETING (TOMS)

- Topic
- Outcome
- Meaning
- How does success look?
- Blind spots

FOLLOW UP

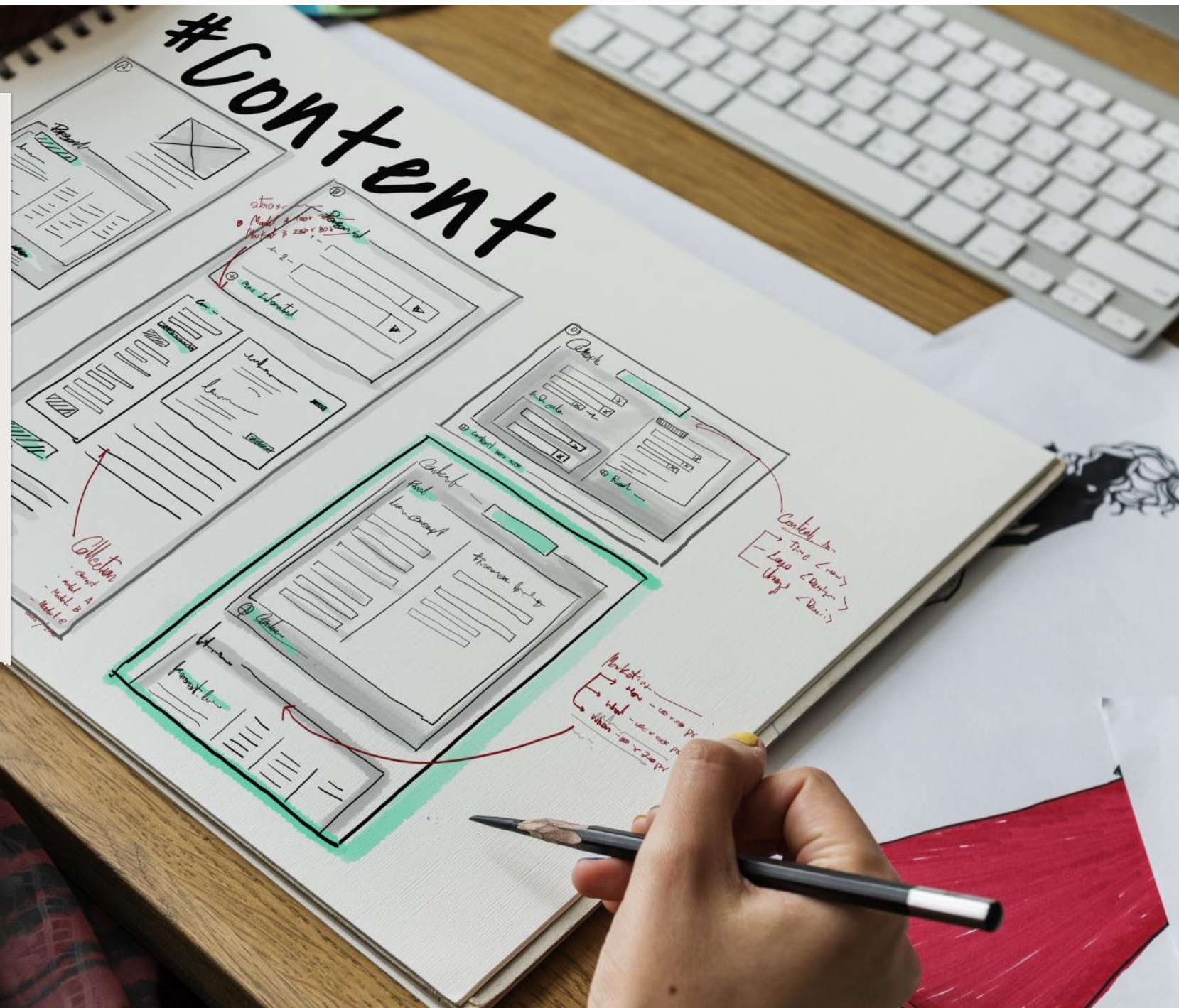


PREPARING THE MEETING

HOW TO KEEP A MEETING MOVING FORWARD: COMMUNICATION 101



FOLLOW UP
PLANNING
IS
CRITICAL



MODELLING OF HOW TO DEAL WITH OUR DIFFERENCES IN THE MOMENT

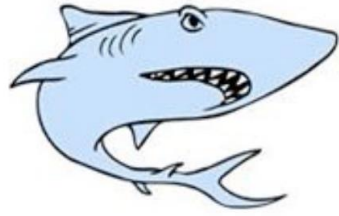
WHAT IS YOUR SCENARIO?



ASSERTIVE

ASSERTIVENESS

UNASSERTIVE



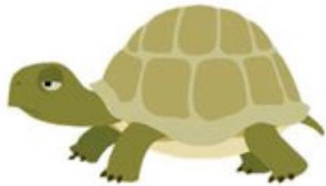
Competing
Win-Lose



Collaborating
Win-Win-Win



Compromising
Win-Win



Avoiding
Lose-Lose



Accommodating
Lose-Win

AVOIDING

ACCOMODATING

UNCOOPERATIVE

COOPERATIVENESS

COOPERATIVE

STYLES OF CONFLICT MANAGEMENT

THE SELF NARRATIVE

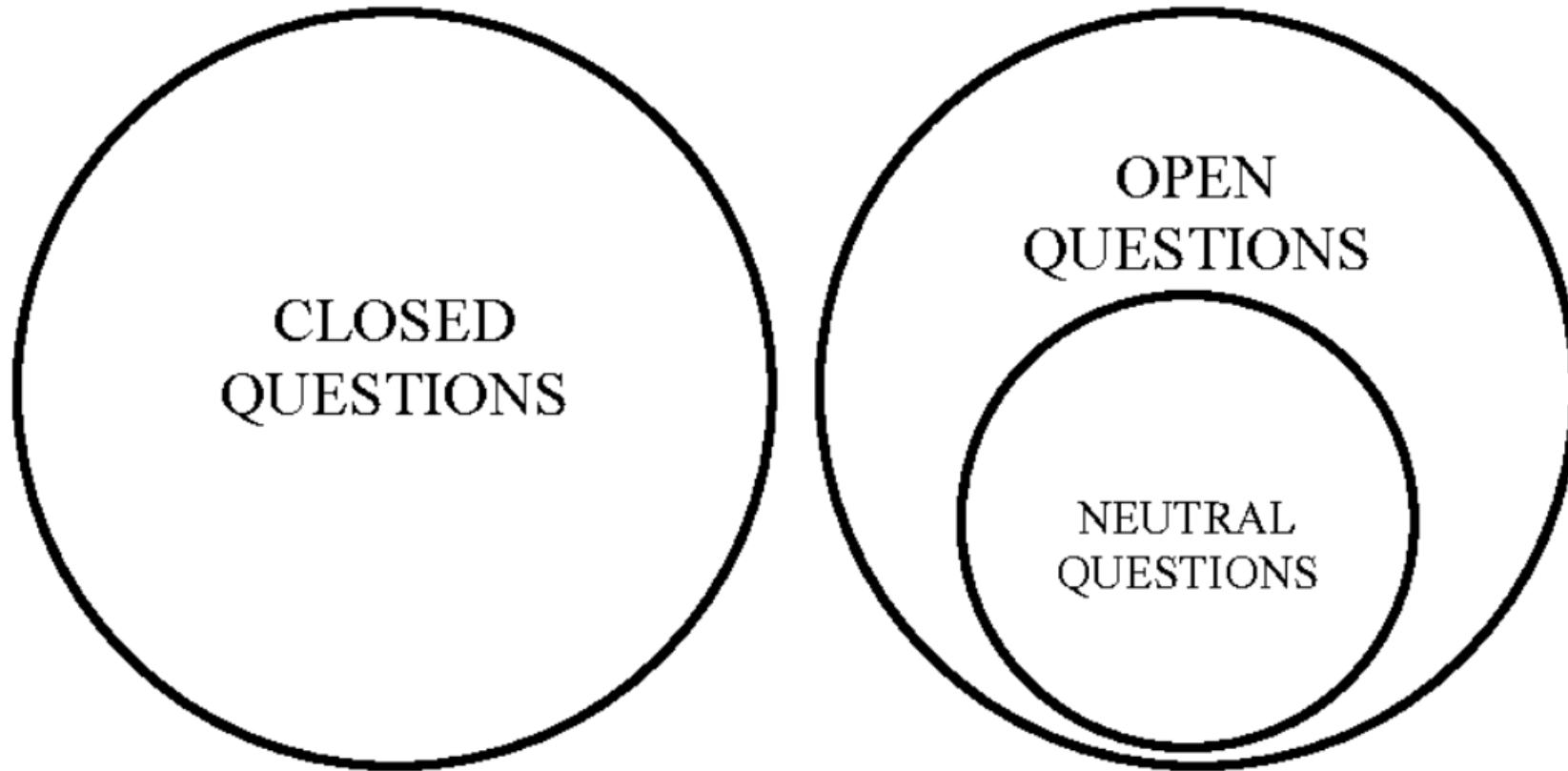


THE B BETTER PROJECT



- **B: BREATH**
- **B: BELIEVE** POSITIVE INTENT, RECOGNIZE **BOUNDARIES**
- **E: EMOTION** (Examine what you are feeling)
- **T: THINK** (What are **THEY** exhibiting and experiencing?)
- **T: TIMING** (Is there time for this now?)
- **E: EXPLORE** THE ISSUES (What is the problem? **Appreciative inquiry, Neutral and Open-Ended Questions**)
- **R: REGROUP** (Moving forward, common goals, plan)

FRAMING NEUTRAL QUESTIONS



FRAMING NEUTRAL QUESTIONS

What....

How....

Tell me about....

CUSS to communicate concern


C – “I’m Concerned” or “I need clarity”

U – I feel Uncomfortable/Unsafe

S – Stop the line/procedure

S – Patient Safety is at risk

A DISCUSSION: WHAT COULD HAPPEN IF WE TALK IN THE
MOMENT?

- 
- An illustration of two stylized human figures in profile, facing each other as if in conversation. The figure on the left is filled with vertical orange and white stripes, while the figure on the right is filled with horizontal teal and white stripes. A white rectangular box containing a bulleted list is positioned between them. In the top right corner of the orange background, there is a small dark grey circle containing a white double-headed arrow icon.
- Psychological Safety
 - Roadblocks?: concerns
 - Evaluations
 - Patient safety
 - Relationship building
 - Recognizing common goals
 - Work enjoyment



Lady Astor
“If I was a member of your band, I would drink it”

WHAT IS MORE DIFFICULT? THE OPEN DISAGREEMENT, or the BEHIND THE SCENES ONE?

Winston Churchill
“If I was a member of your band, I would drink it”

WE LIVE IN 2022, WE CAN DO BETTER

SOME GREAT OPENERS

- WHAT JUST HAPPENED?
- HELP ME UNDERSTAND
- I AM CONFUSED...
- I AM SENSING SOMETHING.....
- I AM FEELING UNCOMFORTABLE
- “TIME OUT”
- I NEED A MOMENT



A DISCUSSION: WHAT COULD
HAPPEN IF WE WALK AWAY?

- HOW IMPORTANT IS THE
PERSON/TEAM
- HOW IMPORTANT IS THE ISSUE
- HOW MIGHT THE PERSON REACT
- ARE OTHERS INVOLVED (OR MIGHT
THEY BE)
- CHRONIC CONFLICT AND
ESCALATION

DEALING WITH A CONFLICT, ONCE
WE HAVE LET THE MOMENT PASS

1- FAILURE OF COMMUNICATION

2- FAILURE OF COLLABORATION

3- FAILURE OF EXPECTATION ALIGNMENT

4- FAILURE OF FOCUSING ON COMMON
GOALS

“FAILURE” = OPPORTUNITY

WHAT HAPPENS WHEN THINGS “GO SOUTH”?

- DEALING WITH OUR DIFFERENCES, **IN THE MOMENT**
- **DEALING WITH CONFLICT**, ONCE WE LET THE MOMENT PASS

WHAT ARE YOU GOING TO DO
TO TURN DIFFERENCES TO
SUCCESSSES AND CONFLICT TO
OPPORTUNITY?

QUESTIONS?

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