How to Make it Safe to Talk About Anything

Practical Skills to Navigate Conflict

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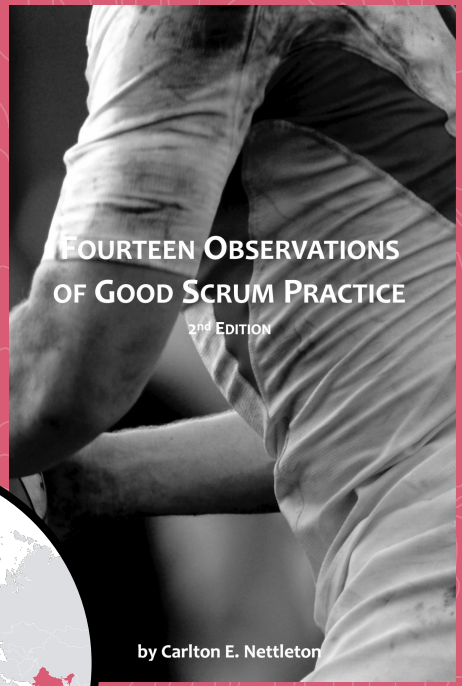
Agenda

1. Intros
2. Why is conflict important for teams?
3. What can we learn from Busy Bee?
4. How does silence (or violence) affect dialogue?
5. How do I make it safe to talk about anything?

Think about a previous conflict...

Who are The Scrum Academy?

- Our vision: anyone everywhere can #DoBetterScrum!
- US-based company established in 2009.
- Our president has 25 years of industry experience & is an author.
- Experienced global team operating in the USA, Latin America & Europe.



Conflict is the result...

... when when intelligent, ***passionate*** people

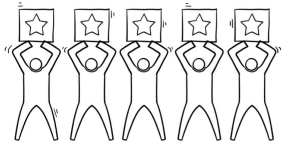
... with ***differing opinions*** come together

... to solve ***new and unusual problems***.

Conflict leads to growth

Forming

Performing



Storming

Norming

Tuckman model

Lecioni's Five Dysfunctions of a Team

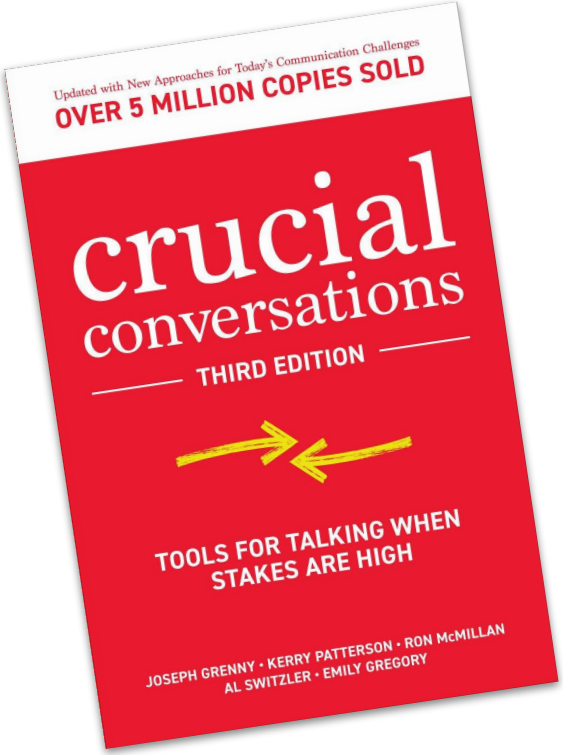
Busy Bee

“Best in Show” (2000)

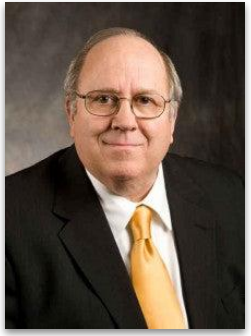
“youtube best in show busy bee”

What is going on in this video?

Crucial Conversations



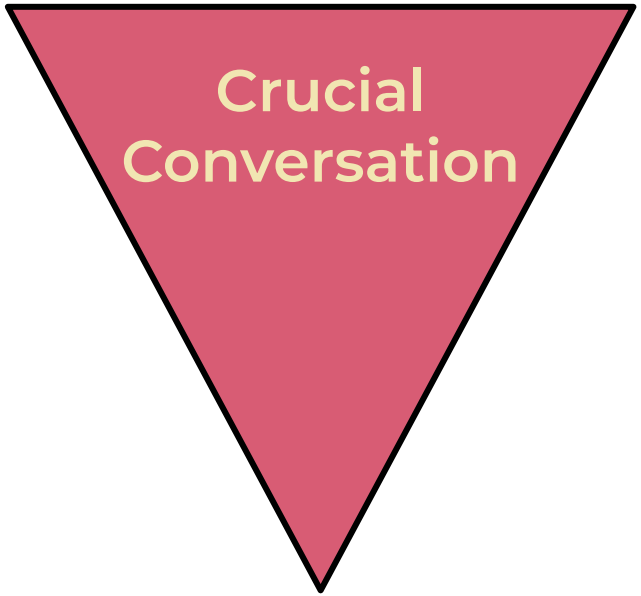
Joseph Grenny



Kerry Patterson

Defined: Crucial Conversation

Stakes are high



Opinions vary

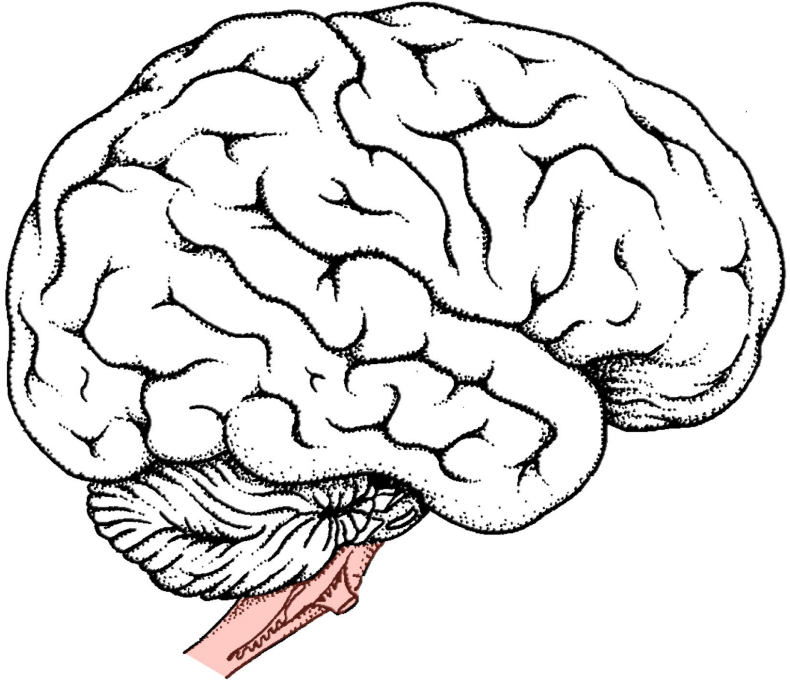
Emotions run strong

Busy bee

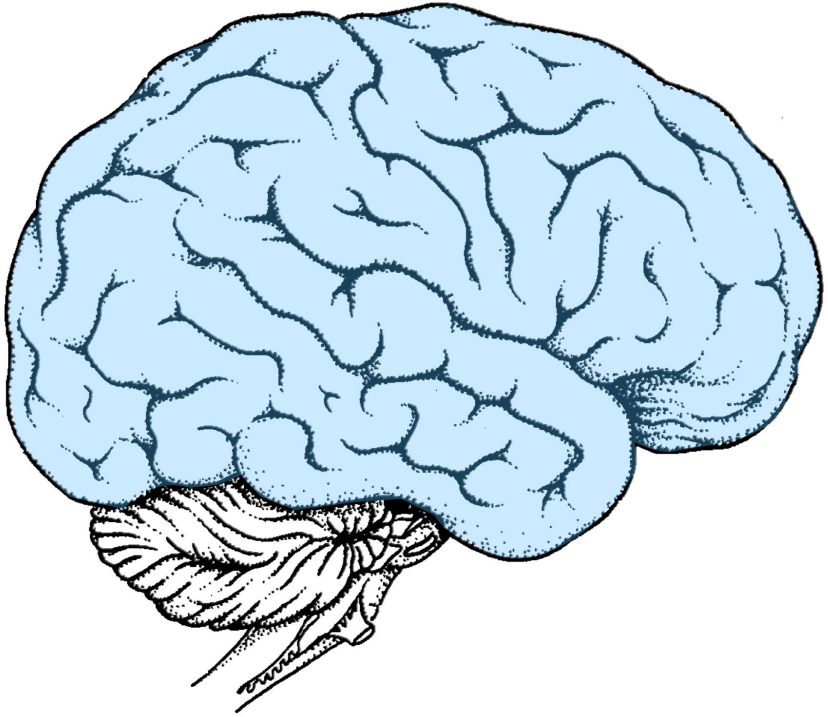
Crucial conversation or no?

STOP

Our brain under stress

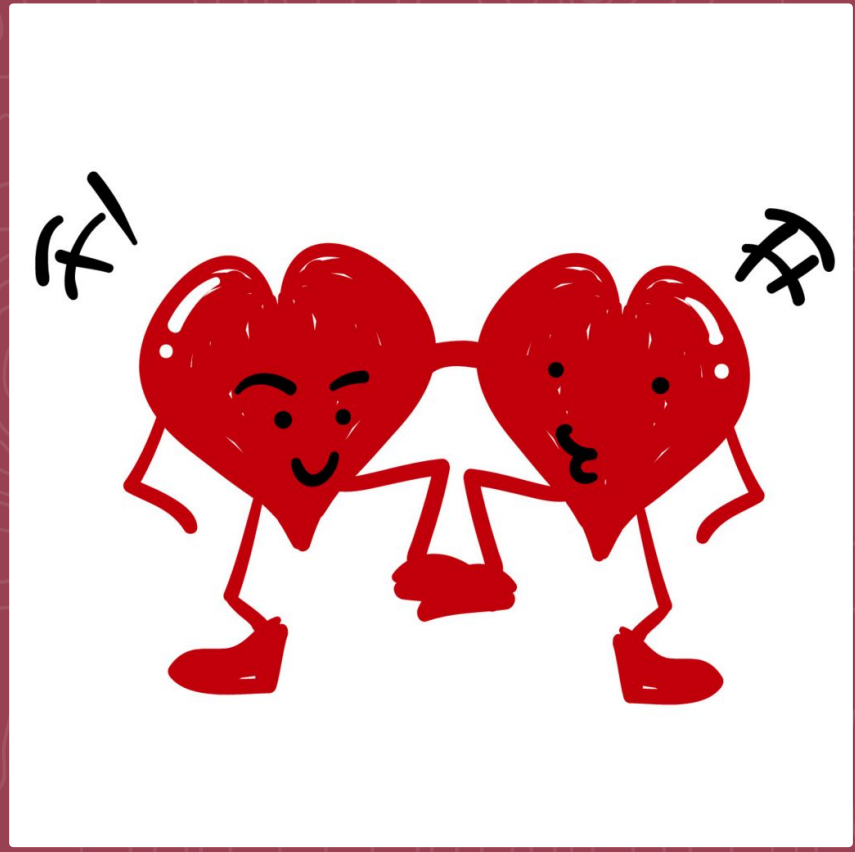


Reactivate the neocortex



Start with Heart

Ask yourself a question



What do I really want?

Give it a try...

Activity: Start with Heart

In the next five minutes...

1. What do I really want?
2. What do I really want for the other party?
3. What do I really want for our relationship?
4. And how would I behave if I really wanted those results?

Silence

Purposely withholding meaning in an effort to deflect conflict.

1. Masking
2. Avoiding
3. Withdrawing

Violence

Any verbal strategy that attempts to convince, control or compel others.

1. Controlling
2. Labeling
3. Attacking

Give it a try...

Activity: Learn to Look

In the next two minutes...

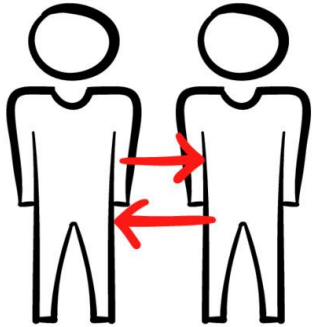
Silence

1. Masking
2. Avoiding
3. Withdrawing

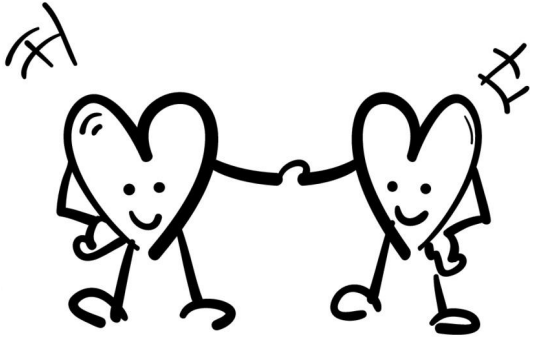
Violence

1. Controlling
2. Labeling
3. Attacking

Safety is lost when...



Mutual Purpose



Mutual Respect

How to restore safety

1. Step out
2. Make it safe
3. Step in

Give it a try...

Three ways to Make it Safe

C ommit to Mutual Purpose

R ecognize the purpose behind the strategy

I nvent a Mutual Purpose

B rainstorm new strategies

Apologize

Contrasting

CRIB

Activity: Make it Safe

In the next five minutes...

1. **Practice an apology**
2. **Practice contrasting**
    - *I don't want... (address the other party's concerns)*
    - *I do want... (state or clarify your true intention)*

What else do you want to know?

Thank You!

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