

Conflict in a Peaceful Library

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Andrew Sanderbeck is a nationally known expert that speaks on team excellence, customer service, conflict, revenue streams and community relationships for libraries and library organizations.

He delivers over 100 presentations annually including staff development programs for libraries and keynotes and sessions at conferences.

Andrew is a past Chair for the Small and Rural Libraries Section of the Florida Library Association, and recently presented at the ALA Conference in Anaheim, California.

Conflict in a Peaceful Library

“Situations of conflict come into your life for only one reason: To help you to grow.”

-Michael Byers, Actor in 14 Movies and 6 Broadway Plays

Conflict in a Peaceful Library

Where is Your Conflict?

Please identify at least one conflict that you are currently experiencing in your workplace.

**** Confidential ****

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Purpose of this “Power Hour”

- To learn and begin to master the ability to focus on the problem and not the conflict
- To use the one question that STOPS most situations of conflict of disagreement
COLD
- To learn our “reaction awareness” to others and to use it to step out of the conflict emotion

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Purpose of this “Power Hour”

- By listening for and understanding, pinpoint the reasons behind the conflict or disagreement
- To set personal boundaries for what you will allow others to say & do in a disagreement or conflict event

Question One: Where do you work (primary job)?

- 1. Public library**
- 2. Academic library or academic institution**
- 3. School library (K-12) or school institution**
- 4. Special library: medical, legal, corporate, government, military, nonprofit, etc.**
- 5. Information broker, research company, independent**
- 6. State library, library association, library board**
- 7. Other: consultant, vendor, student, retired, miscellaneous**

Question Two: Your geographical location?

1. Pacific Time Zone (United States)
2. Mountain Time Zone (United States)
3. Central Time States)
5. United States, outside the Zone (United States)
4. Eastern Time Zone (United contiguous 48 states
6. Outside the United States
7. Other: (E-mail us later: We are very curious.)

Question Three: What was your prime reason for attending this webinar?

1. General interest in soft-skill techniques
2. Looking for help with conflict situations
3. Want to learn more about being an effective communicator with others
4. Want to know the one question that will STOP many conflict and disagreement situations
COLD
5. Enjoy WebJunction Webinars
6. Recommended by a colleague
7. Other

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Your Reaction Awareness

$$E + R = 0$$



What Color is the Space Below?

What Color is the Space Below?

What Color is the Space Below?

WATER

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Application

- What situations in your library are you reacting to?
- Who's pressing your "Hot Buttons" in the workplace?
- Where do you feel it in your body?

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Setting Your Boundaries

What is passive behavior?

What is assertive behavior?

What is aggressive behavior?

Would it help you to be more assertive with internal and external customers?

Two Faces of Conflict

Bright – Positive Change

- Results in clarification of important problems & issues
- Results in solutions to problems
- Involves people in resolving issues important to them
- Causes authentic communication
- Helps release emotion, anxiety, and stress
- Builds cooperation among people through learning more about each other;
- Helps individuals develop understanding and skills

Two Faces of Conflict

Dark Side – Negative Fallout

- Takes attention away from other important activities
- Undermines morale or self-concept
- Polarizes people and groups, reducing cooperation
- Increases or sharpens difference
- Leads to irresponsible and harmful behavior, such as fighting, name-calling

What to do when the other party doesn't want to cooperate or problem solve

1. Keep your composure!

- Focus on interests
- Recognize nasty tactics
- Know your hot buttons
- Pause and become the observer of yourself
- Maintain a healthy skepticism

What to do when the other party doesn't want to cooperate or problem solve

2. Partnering against the problem

- Empathize (Put yourself in their shoes and understand their interests and behaviors)
- Express concern for the relationship
- Let the other party save face
- Ask questions
- Use Humor

What to do when the other party doesn't want to cooperate or problem solve

3. Increase their motivation to problem solve

- Draw attention to common interests
- Emphasize team and organizational goals
- Shed light on the consequences of an agreement or non-agreement
- Instill optimism

The 1 Question To Ask

What Do You Need Right Now?



Thank You for Attending

More Importantly...

Thank You for Applying What You
Learned Today!

Remember: You Make A Difference!

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