



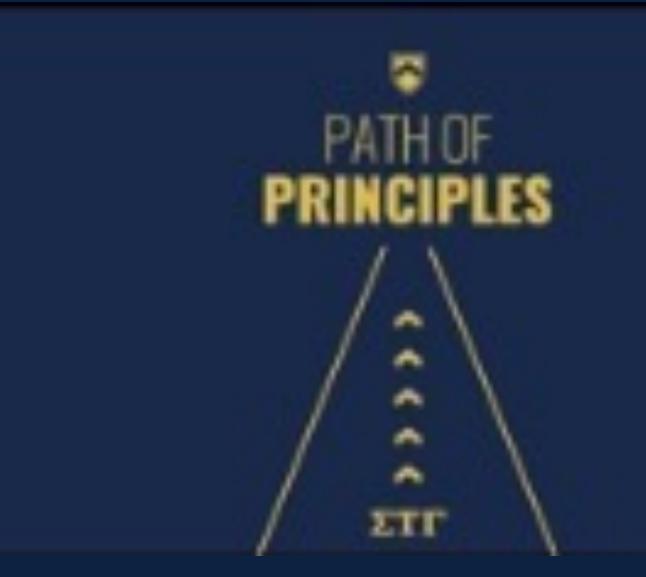


WELCOME

- Welcome to a session on conflict.
- Remember, we are working through seven competencies this year and they include:
 - Purpose.
 - Conflict.
 - Professionalism.
 - Integrity.
 - Communication.
 - Relationships.
 - Sig Tau.



VIDEO – GIVING & RECEIVING FEEDBACK





YOU'VE GOT SPINACH IN YOUR TEETH | Preview

- 1. You are blocking the aisle on the campus bus.
- 2. You are in the wrong seat on the plane.
- 3. You need to turn your headphones down. We can hear your music.
- 4. You made a ton of grammatical errors on the Sig Tau newsletter.
- 5. You've got spinach in your teeth.

6. You are late to our executive meetings and it's deterring our progress.

7. Your clothing is not appropriate for this business meeting/interview.

8. The Sig Tau budget you put together is not going to cover our most important expenses.

9. You are not leading your team with care, confidence, or trust.

10. You are not being kind or trustworthy with your partner/significant other and we will not tolerate it.



WAYS TO STOP CONVERSATIONS

| The parent "Because I told you so." | The tough teacher "This is the right way to do it (and by the right way, I mean my way)." |
|---|--|
| The doctor | The attorney |
| "Here is my diagnosis and the prescription. | "These are the rules and regulations. There is |
| Follow these orders and you will be fine." | no gray area and no chance for negotiations." |



WAYS TO START CONVERSATIONS

| The coach "Let me share some insight and tips to help you. I have some outside perspective that I can share with you." | The friend "My goal is to have your back, support you, and make you feel like you have an ally." |
|--|---|
| The mentor "Here are some specific things I have learned that will help you in your performance." | The servant leader "How can I help you be at your best?" |



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DEBRIEF

- Was this easy or hard? Why?
- What did you think as you got further down the list?
- Why do you avoid things like telling others they have spinach in their teeth?
- Why are some items easy and some items so challenging in life?
- What makes the degree of difficulty higher? (For example, how well you know the person or how much you care about the relationship changes what you are willing to share.)
- What are some specific things you may be required to give feedback on as a brother?
- How can you improve this skill?



THANK YOU