**Connecting the Nuts & Bolts –Strengthening the Bond**

* **WELCOME & INTRODUCTIONS**
* **ACTIVE LISTENING**
	+ Listen until you are positive that they feel HEARD
		- Ask questions
		- Clarify their statements w/proper tone
		- Make sure you have Actively Listened
	+ Listen until you are positive that they feel HEARD
		- Ask “HOW” you can help in solving the issue (NOT “if”)
		- Provide ideas/feedback on how to move forward
		- Provide ideas/feedback on how to move forward
			* DO NOT Provide therapy, counseling or long term recommendations
			* Recognize Triangulation-Define
			* Remember-Sometimes employee just wants to complain, they may not really want your assistance
* Set **HEALTHY LIMITS** so employee does not sap your energy and positive outlook
	+ - Guidelines for setting Healthy Limits
			* Use Powerful Qustioning
				+ How? Why?
				+ I Wonder…
				+ What will you do next time?
* **TURN & TALK**: Share a time when you had to set HEALTHY LIMITS and create personal responsibility. How did you do it? What was the outcome?
* Pull out your **PERSONAL COURAGE**-tell them what YOU think
	+ - Tell them you care about them
		- You may have to disagree with them
		- Help them see the big picture-all sides of the situation
		- Listening further will only encourage more negativity
		- “Lucky for you –you don’t have to make that decision”
		- If all else fails…
			* Talk to a supervisor, Pastor or confidant
* **TURN & TALK**: Share a situation at your school or center when you have had to pull out your PERSONAL COURAGE.

* **DOCUMENT, DOCUMENT, DOCUMENT**
	+ Include all dates, times, interactions and conversation details
	+ Keep documentation in private files-not employment files
	+ Refer to personnel policies- ***Table of Contents handout***
		- Employees know and sign off on acknowledgement of policies-***Handout***
		- Process for disciplinary action-sequence of events
		- Know chain of command
		- Pro-bono lawyer in congregation (Pastor makes contact)
	+ Know your state laws!
	+ HR360-***Handout***
* **Know what TOOLS to bring…Overcome Fear of Confrontation/Conflict**
	+ Ask the question-Are you guilty of holding mental conflict and confrontation inside? Learn to LET IT OUT!
	+ Who do you need to have a conversation with?
	+ Fight or Flight? How do you respond? What do you do?
	+ How do you hold a real, necessary conflict confrontation?
		- **Prepare** yourself by gathering all documentation, rereading what you have documented
		- **State** the issue in one or two non-emotional, fact based sentences (KEY)
		- Make initial statement and **STOP TALKING.** Be ok with silence. Practice it! You give away your “power” when you defend or justify your initial statement with more words.
		- **Allow person to respond**
		- **Avoid** arguing during the confrontation
			* Confrontation does not mean fight. It means “state what you have to say” and “listen to what they have to say”
			* Say what needs to be said WITHOUT emotion
		- **Know** the resolutionyou want BEFORE confrontation
			* This directs the conversation
			* Allow NO distractions from this
		- **Keep Focus on the REAL ISSUE**
			* Realize that You will NEVER look forward to confrontation
			* If not addressed, situation will just get bigger

**When you are confident in your ability to:**

-ACTIVELY LISTEN

-SET HEALTHY LIMITS

-USE YOUR PERSONAL COURAGE

-EFFECTIVELY DOCUMENT SITUATIONS

-CONFRONT WHEN NECESSARY

**Your stress will decrease considerably and your team will become stronger. *YOU* are the missing link that makes it all work. KNOW that He is on your team and…**

***“With Jesus…we can”***