**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
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      * 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”***