



They're ~~Probably~~  MOST DEFINITELY Lying To You!

How to Build the Safety Your Team Needs to
Trust You with the Truth

www.voltagevista.com

Voltage Vista Consulting

What? Partner with experienced leaders to fix their people problems and get their teams aligned.

How? Tying EVERYTHING to the “3C Approach” which is a focus on compliance, conflict, and culture through workshops, training, mediation, and coaching.

Why? I believe people who are unhappy at work are unhappy at life. I also believe the burdens that are placed on leaders can be overwhelming; thus, I want to be a resource for them. I want to make sure nobody else cries in the car on their way to work. It’s a calling, privilege, and a duty to help leaders and team build cultures where they can do great work because they feel safe.

Feel free to connect on LinkedIn!



Mylena Sutton, Principal

*Climbing Conflict
Mountain*

4. Manifest/Deadlock

3. Escalation/
Acceleration

5. De-Escalation

6. Resolution
(functional or dysfunctional)

2. Trigger

1. Latent

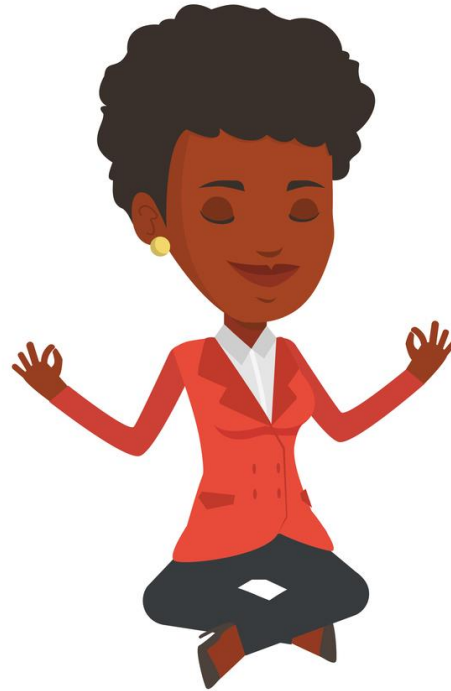
7. Restoration



Slow Down Conflict

What Kind of Conflict Am I Having?

- Personal/Relationship
- Process/How
- Task/What
- Status/Power/Who is In Charge?



I Got Questions!

- Why would the other person react that way? What's the threat for them?
- What's the goal here? The objective, preserving the relationship, and protecting history?

On which aspect of psychological safety do you think your team could stand to work on?

1. Can we take risks on this team without feeling insecure or embarrassed?
2. Can we count on each other to do high quality work on time?
3. Are goals, roles, and execution plans on our team clear?
4. Do we fundamentally believe that the work we're doing matters?
5. Are we working on something that is personally important for each of us?



You can handle conflict!
Yes, you can...and you want to!

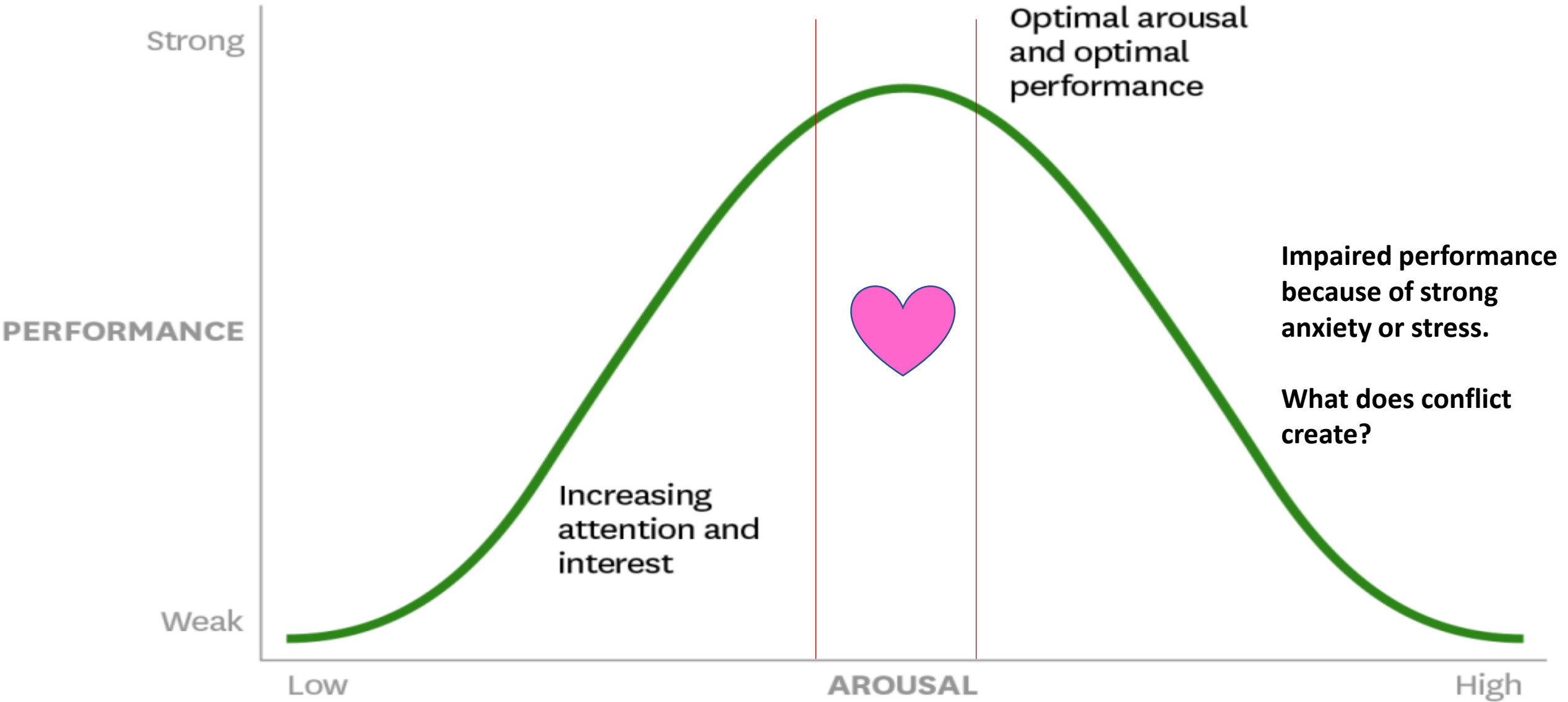


What makes conflict worse?

UNCERTAINTY

The Yerkes-Dodson Law

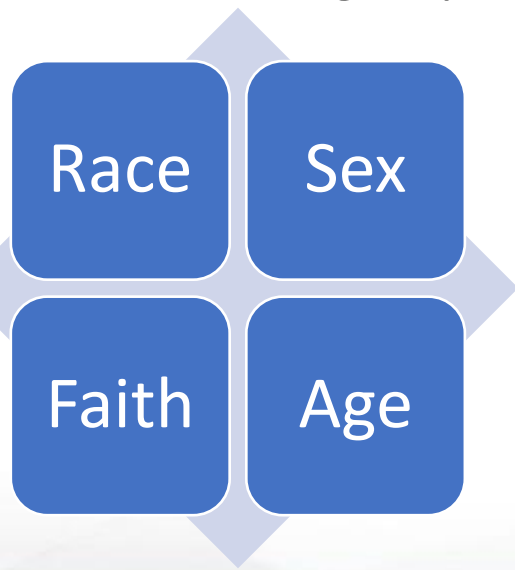
Stress & Anxiety



Step 1: Accept that Great Teams = Diversity + Conflict

What is identity diversity?

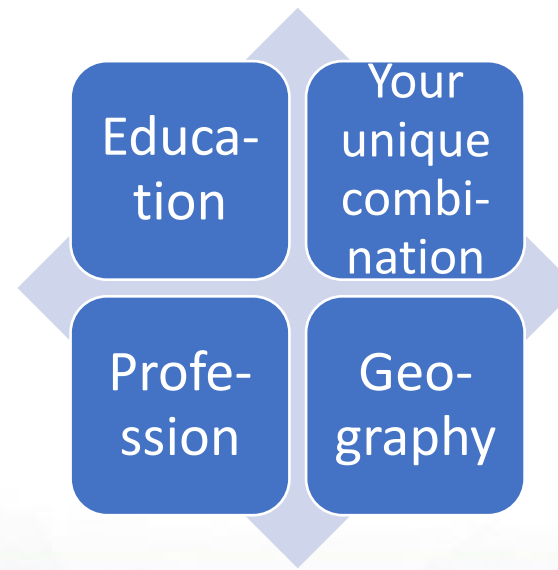
The state of having people who are of different races or who have different cultures in a group or organization.



Identity Diversity
The category/box
do you fit in based
on what you are.

What is cognitive diversity?

Diversity is the combination of perspectives and heuristics that an individual has.



Cognitive Diversity
The box you're in, the tools
that box gave you, and how
your box compliments a
bigger box.

Step 2: Figure Out Your Conflict Culture!

What do most of us tend to do when things become uncomfortable?

Conflict Style	My Style	My Team
Compete/Dig-in/Fight		
Avoid/Withdraw/Flight		
Accommodate/Throw in the Towel/A kind of Flight		
Compromise/Fighting and Flighting		
Collaborate/Find Best Way to Get to the Goal & Work It Out		



Step 3: Do Your Homework

Think about each member of your team and how you think they manage conflict.

- How could you make each person feel safe enough to take a risk on something new or share a perspective that they think is unwelcomed or controversial?
- How do you get them to believe that YOU, nor the team, will hold a grudge against, insult, harshly tease, or minimize them or their idea?
- How do you reinforce the idea that being a team player doesn't equal pretending?

Be *The Conflict Guru* that you were meant to be!

- Embrace conflict as good, ordinary, and a way to get the most out of your team.
- Accept that power dynamics (including your authority) and the workplace setting creates a different perception of “threat” which makes conflict at work particularly difficult.
- Slow down fight or flight by seeking information.
- Know the signs of conflict and lost emotional safety.
- Improve your sense of self-awareness and self-regulation while building your communication and referee skills.
- Create practices around conflict to demonstrate to your team that you’re not the leader who hides from conflict (like many of them do)!



Thank you for inviting me!

Unless you've done something, "They're Probably Lying to You!"

Mylena S. Sutton, MPA, SPHR, SHRM-SPC

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