

RAISING
CHILD CARE.
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AMERICA
MAY 19-22

Building Strong Relationships:

Navigating Conflict and Building Trust





Objectives


1. Participants will practice navigating conflict professionally, by understanding the background and needs of each individual
2. Participants will analyze relationship building strategies to improve their communication skills

Agenda

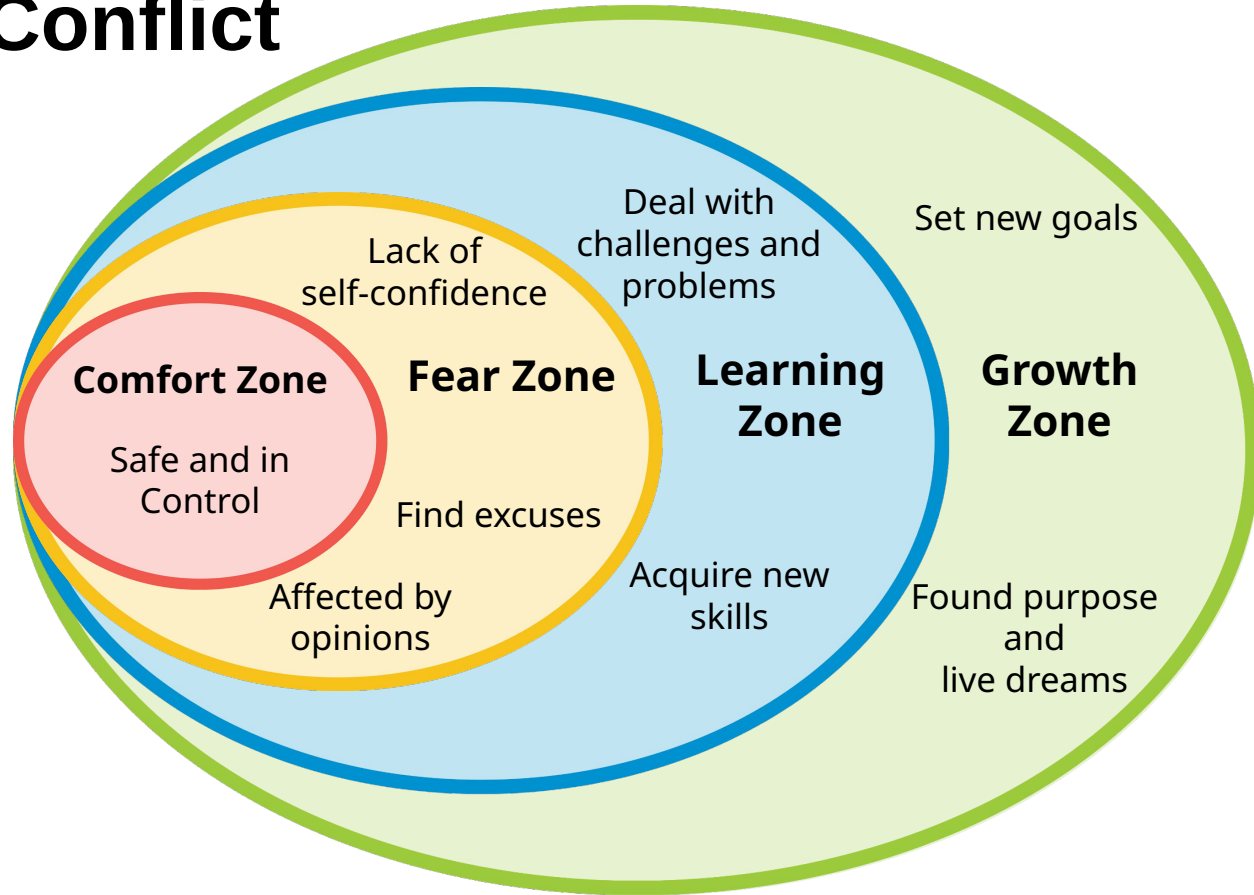
1. Identifying conflict in our work
2. Individual conflict navigation skills
3. System wide trust

Define conflict:

- a) Competitive or opposing action of incompatibles : antagonistic state or action (as of divergent ideas, interests, or persons)

 - b) Mental struggle resulting from incompatible or opposing needs, drives, wishes, or external or internal demands
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Healthy Conflict



**Where do you
experience conflict?**







Our Values Support Us!

- Purpose
- Behavior
- Decision Making
- Career Choices
- Confidence Builders

Values Shape Our Professional Identity



Shared values and goals

Relationship building and trust.

When in conflict or anticipating conflict, determine :

- What do you have in common?
- Do you have shared values?
- What goal could you agree on?

Cognitive Distortion

Are internal mental **filters** or **biases** that *increase our misery, fuel our anxiety, and make us feel bad* about ourselves.

Our brains are continually processing lots of information. To deal with this, our brain seeks shortcuts to cut down our mental burden.



Restructure Cognitive Distortions



- What evidence do I have that confirms my perspective?
- Are there aspects of this situation that I am not seeing?
- Is there a middle ground or a gray area that I am rejecting?
- Would somebody else also arrive to the same conclusion?
- What's the overall effect of how I am thinking?

Shared Understanding - Boundaries

Boundaries are **NOT** about controlling others.

Others **CANNOT** guess or assume your boundaries.



Boundary Mindset

You deserve healthy boundaries!

Healthy boundaries do not make you a bad person, in fact they make you a better:

- Friend
- Partner
- Parent
- Sibling
- Leader
- Colleague
- Human



Boundary Steps

- Identify the need for a boundary
- Set a boundary using clear and kind language
- Hold the boundary

**Why does this
conversation
have to
happen?**



Before Engaging Consider

**What are
Possible
Reactions and
Outcomes?**



Before Engaging Consider

Preparatory Reflections and Action

- Make a plan
- Acknowledge bias and assumptions
- Schedule the conversation

What are biases and assumptions?

Consider

Narratives

Identities

Emotions

Biases and Assumptions:

- What may a provider assume of a parent:
 - Who picks up late
 - Isn't interested in potty training a 3 year old
 - Forgets diapers and other supplies
 - Lingers when dropping off their child

Biases and Assumptions:

- What may a parent assume of a provider:
 - Is short in discussion at drop off and pick up
 - Sends lots of reminders and notes home
 - Refusing pick ups from 1pm-3pm
 - Call for a pick up
 - Shares concerns about a child's development

Biases and Assumptions:

- A system partner who:
 - Takes a long time to reply to emails
 - Makes unreasonable requests
 - Calls providers during the day
 - Lectures a provider



Critical Thinking for Crucial Conversations

- What do I really want for myself?
- What do I really want for this person?
- What do I really want for the relationship?
- How would I behave if I really wanted these results?



During

- Be clear
- Communicate your “why” and shared value
- Active listening
- Stay on topic
- Remain calm
- Make a plan together

Communication to meet needs

- Awareness of emotions
- Compassion for others emotions
- Meet your needs and others needs when you communicate

Non-Violent Communication

- **Observation:** What is actually happening in our senses?
Sight, hearing, touch, taste and smell, plus our inner senses: voice, vision and thoughts
- **Feelings:** Physical sensations with non-verbal cues + emotions
- **Needs:** resources required to sustain and enrich life
- **Request:** An opportunity to contribute to the well-being of yourself and others

After

- Follow through on any commitments made
- Follow up or check back in as needed
- Assess how it went
 - What went well?
 - What could have gone better?
 - Were you surprised by anything?
 - What might you change if you had to do it again?

Talk through the **Before**, **During** and **After** considerations and steps.

Scenario:

CCR&R Staff wants to ask a Provider
to attend a FCCN



Building Trust Within the System

- Communities of Practice
- Liaison roles
- Strategic communication
- Planned community



Building Trust Within the System

- Surveys and Needs Assessment
- Language Access Support
- Referral System

Small Group Work

- What relationships and partnerships are most difficult in your work?
- What gaps do you see, where trust is lacking?
- How do you or could you work on building relationships and trust with those you need to work with?

Wrap Up

Action Plan:

- What are you walking away with from this session?
- How will you implement it?



Questions?

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Thank You

Please fill out our survey.

