

Managing Conflict on Committees

Demonstrating Effective Leadership

Agricultural Societies Council of NSW Ltd



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When a 'Hierarchical' Leader interprets challenge as a threat...

Stimulus perceived as a Threat Elicits a Threat Reaction



S = R



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'Co-operative' Leadership uses Positive Communication to Build a High Performing Team




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A Shift in the Leadership Paradigm

Previous	Current
Hierarchical, directive context	Cooperative context
Goals set and enforced by the leader considered most experienced or the most 'powerful' – tenure, community standing, status etc	Goals developed from collaborative, creative, problem solving, listening and debating
	Goals agreed to by consensus





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For the followers of a 'Hierarchical' Leader

Stimulus perceived as a Threat Elicits a Threat Reaction

S = R








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Using constructive language & making people feel their contribution is valued

Oxytocin, a feel-good hormone that elevates our ability to communicate, collaborate and trust others by activating networks in our prefrontal cortex. But oxytocin metabolises more quickly than cortisol, so its effects are less dramatic and long-lasting.



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Effective Leadership



- Uses skills to involve everyone in the discussion
- Role models effective, respectful communication
- Allows exploration of all opinions offered
- Displays good negotiation skills



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Neuroscience of Negative Communications

Cortisol, a hormone that shuts down the thinking centre of our brains and activates conflict aversion and protection behaviours. We become more reactive and sensitive. We often perceive even greater judgment and negativity than actually exists. These effects can last for 26 hours.

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Being Constructive

E
A
R





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Empathy

The ability to intellectually identify with or understand the perspective, experiences or motivations of another individual.

Empathy is not about sharing feelings or agreeing with how or why someone feels the way they do.




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Active Listening Skills

Are you really listening?



“Most people do not listen with the intent to understand; they listen with the intent to reply.”



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Show Society Committee Members' Code of Conduct (Advisory Document)

- Adhere to an agenda
- Respect others and Genuinely listen to their opinions
- Avoid monopolising discussion
- Never make defamatory or inflammatory remarks
- Accept majority decision
- Welcome new members
- Be open to new ideas and suggestions



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Positional Statements




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Respectful Communication

No Personal Attacks

Allowing for 2 way communications

Professional, Constructive, Courteous

Volume, Tone, Body Language

Listening, Clarifying and Understanding what is being said

Being well prepared with required detail necessary for the conversation

Calm, Rational, Assertive, Fact driven



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Communication is a 2 way street



THINK before you speak

T - Is it True?
H - Is it Helpful?
I - Based in/Sad with Integrity?
N - Is it Necessary?
K - Is it Kind (Constructive)?



Respond React

A Mindful Distinction



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Asking Questions to Learn






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Choosing to Respond and not React

Stimulus perceived as a Threat Stay Calm and Think Elicits a Considered Response

$$S + T = R$$

Hit the PAUSE Button 



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Mediation


Investigations


Training

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