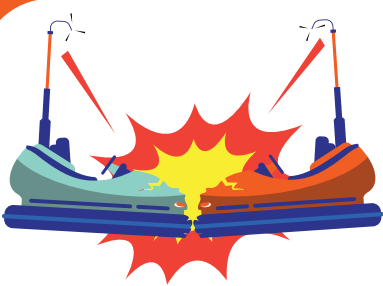


BUMPER CAR MOMENTS AT WORK

HOW TO HANDLE WORKPLACE CONFLICT

By Susan Schmitt Winchester and Martha I. Finney



Workplace conflicts are some of the worst experiences you can have in your career. So much is at stake. Regardless of whether you're in the right or wrong, how you handle the conflict can create lasting damage to your career, your reputation and relationships that are crucial to your long-term success. It can be overwhelming. But there's a way to confidently navigate that conflict so that you both emerge from the drama with enhanced trust, better communication, closer collaboration, happy to see each other in the hallway. With your dignity intact. Here's how you do it.

DAMAGED IS NOT DOOMED

No one likes conflicts at work. If you had a rough childhood, the emotions that workplace conflicts might trigger could make you feel that you're doomed to have relationship problems forever. Remember that conflicts are a natural part of life, especially in the workplace. They aren't a sign that you are wrong or crazy or stupid or uncooperative.

We all have self-limiting beliefs that can easily get triggered at work by others or how we interpret others' behaviors. When we allow our triggers and interpretations to influence our behavior, we lose our power to be fully effective.

This is a dysfunctional way to live our careers that comes with much suffering (stress, anxiety, worry, no work/life balance, etc.). Without a structured process to help us master our emotions and automatic thoughts, we risk repeating the same behaviors that make conflicts even worse.

Use the Rapid Power Reclaim process to create much more positive experiences at work, which, in turn, lead to healthier, more collaborative relationships with colleagues.

THE REST OF YOUR LIFE IS YOURS

People in your past might have told you that your ideas or efforts are worthless, you deserve disrespectful treatment, you must constantly please others in order to be worthy. The workplace is a great opportunity to build a whole new set of beliefs – especially that you can effectively be your own best advocate. And that conflicts don't have to kill relationships.

Every time we mindfully implement the Rapid Power Reclaim process described in this Guide, we build up a collection of examples that prove to ourselves that we have what it takes to handle emotionally dangerous situations. And that conflicts can actually improve relationships.

We call these incidents of conflict Bumper Car Moments because the collision can be hard, painful, and messy. Even when both parties mean well.

The more we practice taking on Bumper Car Moments from a place of calm, mindful process, we begin to see a whole new future for ourselves and our professional lives.

We also can discover deeper levels of self-acceptance leading to even more positive experiences of our careers and life.

THE RAPID POWER RECLAIM PROCESS AT WORK

1



EVEN BEFORE YOU HAVE YOUR NEXT CONFLICT, STEP OFF THE UNCONSCIOUS WOUNDED CAREER PATH.

Make a list of the situations and other peoples' behaviors that are especially triggering for you. Consider ways that you can respond to those triggers where you are in control of your emotions and beliefs about yourself and others. Watch how other people successfully navigate similar situations and collect these examples to refer to them the next time you're triggered.

2



CHOOSE THE CONSCIOUS HEALING CAREER PATH.

When you become aware of how much your past beliefs can get in the way of your career success, you can begin to make different choices. You are no longer a victim of unconscious, out-dated beliefs, assumptions and impulses. Your behavior and reaction choices are in the toolkit described in Step 3. Now you can reach in and intentionally select the one that is the most appropriate for the situation. The one that will serve your most important objective the best.

3



CREATE CHOICE.

Now you are in the middle of a Bumper Car Moment. You have your toolkit of optimal reactions to reach into. Calm your reactive mind and remember that you have options. You are not the victim of someone else's inconsiderate behavior or political untrustworthiness. And you may even be misinterpreting what happened because you have made some incorrect assumptions. You are in command of your emotions and reactions. What you decide to do next is entirely up to you.

4



ELEVATE ACTION.

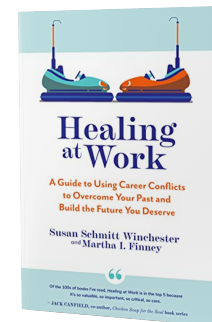
With an array of thoughtful choices to select from, which action would most likely to achieve the results you want? Choose that option over the more emotionalized, possibly more damaging reactions that you would have selected before doing this exercise.

5



CELEBRATE AND INTEGRATE.

You might be tempted to skip this step. But don't. You deserve to acknowledge yourself for the positive steps you took to rise above your unconscious, limiting beliefs and try a better approach to handling conflict. Even more importantly, the time you take to mark the improved way helps you rewrite your fundamental beliefs about yourself and your abilities to cope with stressful workplace situations. This, in turn, will help you master the conflict management skills you will continue to accumulate in your toolkit. And build your workplace effectiveness, healthier relationships with your colleagues, and better long-term career prospects.



GET IT ON AMAZON

DISCLAIMER: Neither Susan Schmitt Winchester or Martha Finney are mental health or healthcare professionals. Your physician and/or mental health counselor should be consulted for physical or mental health care concerns.