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June Member Program

Crucial Conversations for Conflict Resolution



Charismatic trainer and speaker David Nelson brings a passion for innovation to the VitalSmarts facilitator faculty. Drawing from a unique history in the technology sector, David helps teams and organizations realize new potential by increasing their collaborative effectiveness. His presentation includes practical concepts that can be applied immediately, such as learning how to speak up quickly and effectively, and the following tips.

Confront the right problem.

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Speaker Biography

David Nelson

David Nelson has a unique ability to help teams implement crucial skills for increased communication, production efficiency, and collaboration. He has trained clients in a wide array of industries including non-profit, manufacturing, software, hi-tech, and government. Additionally, David is a



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Departments

- 3 Calendar
- 3 Volunteer Showcase
- 6 PDG Events
- 15 New Members
- 15 CHRA Board of Directors

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Rob Spangler and Vicki Schrock Leaving CHRA

An open letter from Rob Spangler

Dear CHRA Members,
It has been an absolute pleasure working with you, CHRA and the HR community for nine years!

Some months ago, I provided notice to the board of directors of our intention to leave CHRA for positive reasons. It is time for me to shift my focus within my company, Leading Associations, as we expand our association management services toward national and international associations.



Vicki Schrock and I are continuing our work under the new focus and will help transition CHRA to a new association management company in the coming weeks.

When CHRA hired Leading Associations in 2003, the board was looking for a company that could serve as a strategic partner, helping to lead as well as serve the organization. The board's strategic focus included

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Men, Women, and Conflict:

From the Playground to the Boardroom (Part I)

The rules for the workplace are constantly changing, and most of us spend more time at work than we do at home. We rely on communication with the opposite sex to get our job done. Individuals can learn to thrive in an increasingly diverse workplace and find a common language through an understanding of the dynamics of how men and women communicate and handle conflict. Successful gender communication is a business mandate.

We know conflict is inevitable. It is a

natural, normal part of life. Where there are relationships, there will be conflict. A critical component of successful male-female relationships is the ability of couples or coworkers to handle conflict, whether it is in the boardroom or the bedroom. In fact, handling conflict, or not handling conflict, is often considered one of the explanations for the fifty-fifty survival rate of marriages. The workplace is equally riddled with poorly managed conflicts affecting the bottom line.

No workplace is without conflict. When men and women are not equipped with productive conflict-management tools and a comprehension of sex differences, it can result in costly workplace problems, such as retention issues, low morale, and poorly-functioning teams. However, women and men can learn more productive responses and help each other resolve their disputes.

Checklist

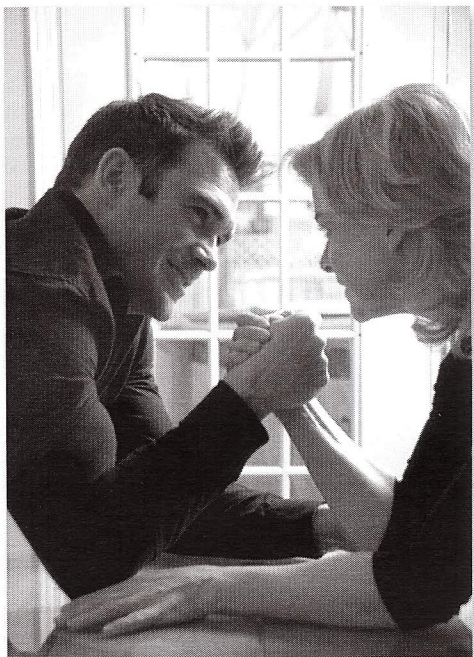
Below is a checklist that reveals some of the origins of how men and women handle conflict. Select the statements that apply to your childhood experience. Mark "F" for the items that you perceive are more characteristically female styles and "M" for the items that you perceive are more characteristically male styles. A discussion of the answers will follow.

1. ___ I played cooperatively and wanted to make sure everyone was included.
2. ___ I played with others by teasing, shoving, pushing, and bantering.
3. ___ I took care of others.
4. ___ I liked taking classmates on and challenging their ideas.
5. ___ I worked for everyone to get along.
6. ___ I ignored and excluded classmates when they hurt my feelings.
7. ___ I told classmates when I was mad at them.
8. ___ I would take a backseat to others.
9. ___ I wanted to be heard when I did not like something.
10. List a way that you handled conflict with your classmates. Do you think it was gender linked?

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Men, Women, and Conflict: From the Playground to the Boardroom (Part I)



Checklist Discussion

1. Female. Girls tend to play cooperatively, negotiating relationships to ensure that everyone is included and has a role. Playing “nice” is the goal. A Wall Street Journal article talked about awards given to five-year-old kindergarten students in the Midwest. The awards designated for the girls were “Biggest Heart”, “Best Helper”, and “All-Around Sweetheart” (Deveny, 1994, p. B1).

2. Male. In contrast, boys play rougher and louder (ask any elementary school teacher). Boys are more physical.

3. Female. At a very young age, girls exhibit caretaking behaviors. If someone falls and gets hurt, the girls

will gather around that person to soothe and comfort them. Social maintenance will be shared among girls, taking care not to hurt feelings or leave anyone out of a game.

4. Male. Boys learn to connect through play banter. Challenging each other is the game boys play out daily on the playground and in the classroom. Boys begin to compete with each other in every arena. Play fighting and challenging is where competitive skills begin to form.

5. Female. Girls are rewarded for social skills, such as getting along well with others and not making waves. Being agreeable, avoiding confrontation, and helping the group cooperate are the goals for girls.

6. Female. When girls get upset

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When men and women are not equipped with productive conflict-management tools and a comprehension of sex differences, it can result in costly workplace problems, such as retention issues, low morale, and poorly-functioning teams.

with others, they will use social currency as retribution. Ostracizing and excluding others is one of the most common practices among girls.

7. Male. Boys tend to express dissatisfaction and conflict directly. You will hear boys say, "I don't like you" or "Don't do that." Such comments may also be accompanied by a push or shove.

8. Female. Girls will more often acquiesce to others rather than challenge an emerging leader. There is an "alpha" girl type who exhibits dominance, and other girls will quickly

defer to her.

9. Male. Often the more a boy objects to something, the louder he becomes. It is common for boys to display dissatisfaction by loud outbursts such as "No", "Leave me alone", or "Stop that."

10. What was your personal childhood experience? Do you think it was gender-linked?

From the playground to the boardroom, boys and girls learn different methods for handling conflict. Your membership in a gender group is formed early, remains for a lifetime,

and is one of the most influential and powerful determining factors in developing your conflict-management repertoire.

(Part II of this article will appear in the September issue of the Advisor.)

*Audrey Nelson, PhD is an internationally-recognized trainer, keynote speaker, author, and consultant who helps organizations increase their productivity and profitability through winning communication strategies. She specializes in gender communication, conflict management, communication skills, and sexual harassment and discrimination. This article was taken from her recently released book, *The Gender Communication Handbook: Conquering Conversational Collisions Between Men and Women* (Pfeiffer 2012) co-authored with Claire Damken Brown, PhD.*

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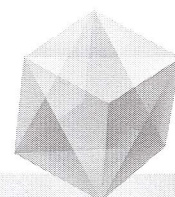
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