

Conflict Resolution

By Stephen Thompson

Setting Culture – Cultural Re-set

To re-set culture, you have to re-set yourself. In fact, Brett committed an entire year to self-learning and development to re-set and reload BBRC for the next phase of global growth. So if he can do it, we all can put the energy into it.

So how do you re-set. Let's get started in action.

- I would like you to think of one huge setback in your life.
- Ok, in one short sentence what is the advice you would give to yourself?
- What other advice would you give yourself to be the best version of yourself?
- I encourage you to write this down somewhere and refer to when you want to be the best you can be or recognize when your NOT (as this is the moment that the potential for conflict and being a mis-fit to culture begins)

Insight...your character shapes your culture. To continuously re-set your culture, you need to continuously re-set yourself. This is a decision you make every day. What did you decide when you showed up this morning?

Conflict Resolution

Two guiding thoughts here...

1. Make it safe to have differences

- BBRC culture is inclusive. We get thoughts from everybody on the team – get a diversity of opinion to flush out every possible consideration
- To avoid conflict from diversity of opinion, have a learning mindset. Ask yourself, what does this person really want (often different to what they are saying) and what can I learn from their view.
- Differences, without tension is what produces new ideas and creates greater outcomes. Tensions in themselves are a recipe for failure.

2. Resolve conflict with a sense of urgency

- Why resolve quickly? Sustained conflict sucks the energy out of purpose... distracts us from building something really big and successfully for all involved.
- At a personal level, research demonstrates that positive relationships make us happier and healthier (more so on a remote cattle station I would guess). So, conflict in relationships makes us unhappy and unhealthy. A good life is built on good relationships and I am very humbled to be surrounded by awesome BBRC relationships.

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How can we see future conflict potential?

Before we enter a deal: Pre-deal coaching can accelerate understanding the driver and motivation of each party to ensure we aligned and potential for tension is low.

How to avoid conflict? Share a few learning insights for me:

- It's always about how you make people feel, not what is said.
- Be true to yourself and your own values – people trust authenticity and that is the foundation of better conversations and less tension.
- Don't initiate conversations that don't have to be had. For example; speculative conversations framed as decisions that don't need to be made now.
- Don't set people up to behave badly. For example, not communicating clearly jobs to get done.
- Whatever the outcome, finish the conflict with a positive tone. "Whilst this has been a difficult conversation, I better understand your position."

If conflict is a result of a failure of integrity, that person cannot be on the team. Nothing trumps integrity.

Quote from Jack Cowins instructions for life... "Life is about dealing with People. You can solve the biggest problems if you have a smile on your face." Notice how Adrian is often smiling?

Conflict Resolution – Recap & Close

- Avoid conflict by getting the right cultural fit on the team upfront and embrace diversity of thought by being a good listener.
- People want to connect with you as a person before your position...trust is the foundation of happy relationships without conflict.
- Your character shapes your culture. Recruit people of good character who have a learning mindset and nurture that culture.

To be happier, healthier and more energized...resolve conflict with a sense of urgency.