

Becoming competent with Conflict...practical tools for constructive conflict behavior:

The family system is intertwined with the business system. What are the unwritten rules?
What communication style are you ? ACTION, PROCESS, PEOPLE, IDEAS

Constructive conflict behavior:

- perspective taking
- creating solutions
- expressing emotion...I think , I feel, I need, I want...
- reaching out
- delaying your response
- adapting and being flexible

Destructive responses to conflict:

- winning at all costs
- displaying anger which comes from hurt, fear, frustration. Which is it ?
- demeaning others
- retaliating...you always get to chose your response
- avoiding
- yielding
- hiding emotions
- self-criticizing

What are your hot buttons ? What ticks you off ?

- Abrasive behavior...Is the criticism valid?
- Aloof...ask open-ended questions
- Hostile... make eye contact, control your anger
- Micro-managing...common amongst farm managers. How can you build trust ?
- Overly-analytical...perfectionist, what is the main thing ?
- Self-centered...share recognition. Question things.
- Unappreciative...Ask for what you need. Reward yourself.
- Unreliable...keep deadlines in focus. Be organized. Have a code of conduct.
- Untrustworthy. Protect yourself. Document.

There are many ways to say “sorry”, but sorry may not be enough. See Gary Chapman’s book “When Sorry is Not Enough” or Elaine’s blog post www.elainefroese.com/blog called “Saying Sorry at Harvest.”

Reconciliation involves truth, mercy, justice and peace. For more on the in-law factor conflicts in farming see Elaine’s book “Farming’s In-Law Factor”.
www.elainefroese.com/store.

Seek clarity of expectations, certainty of timelines and agreements, and commitment to act. When things don’t work out read Dr. Henry Cloud’s book “Necessary Endings”, or chapter 10 of Farming’s In-Law Factor.

“Different is not wrong, it is just different.”

If you would like to do a CONFLICT DYNAMIC assessment online, visit www.elainefroese.com/shop and scroll to the bottom of the page. The cost would be \$55. per person. Elaine can send you a sample report to explore this.