



**Confront Reality
to Navigate
Healthy Tension**

When we lean into
healthy tension,
it is the birthplace of
growth, innovation
and progress.

How do we navigate
unhealthy back to healthy
tension?

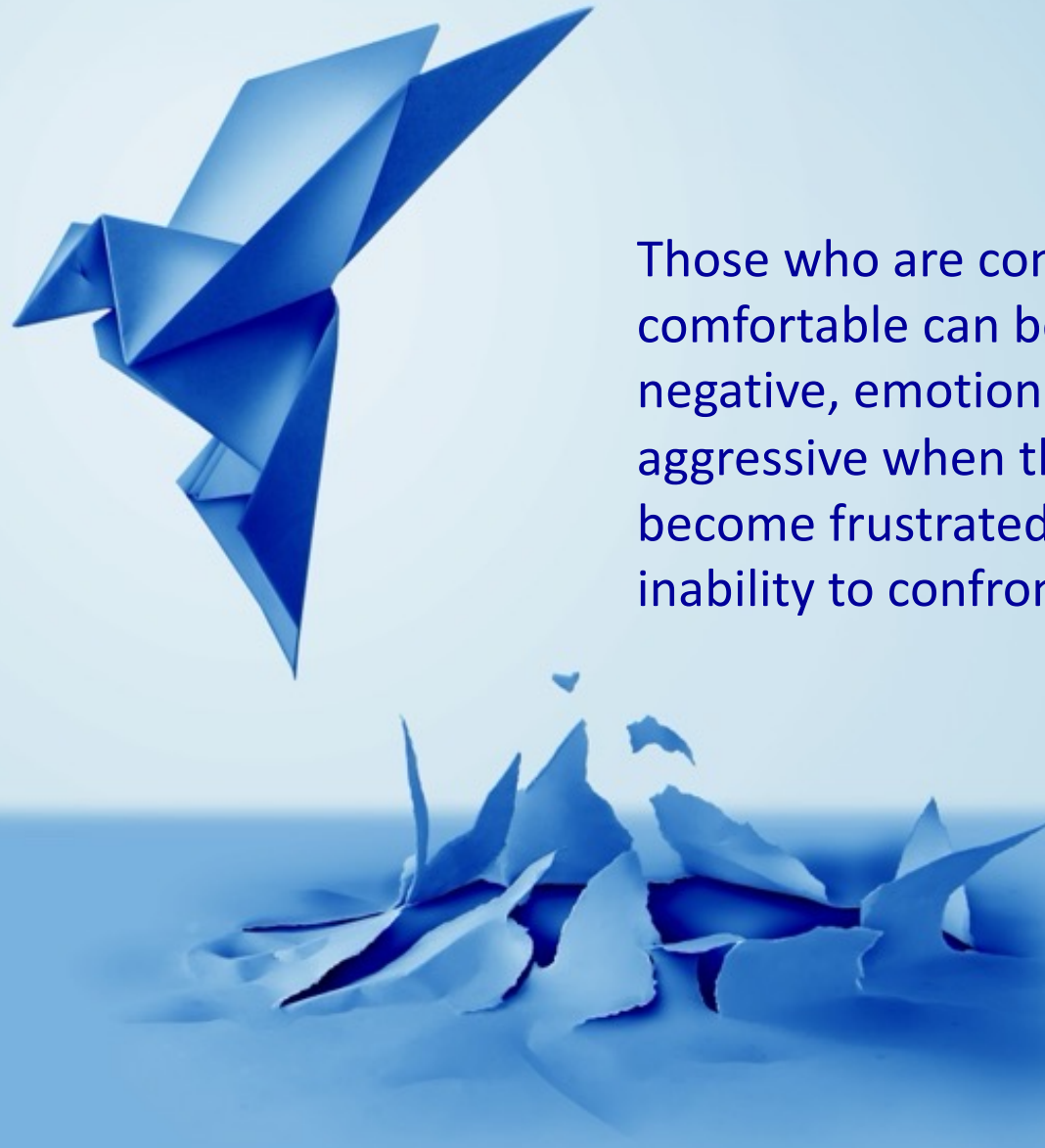


How to confront reality in a healthy way when...

It's estimated 70-80% of people are conflict adverse.

They can be labelled passive, passengers, avoidant, not courageous, weak...

Those who are conflict comfortable can be labelled negative, emotional, or aggressive when they become frustrated at others inability to confront reality.

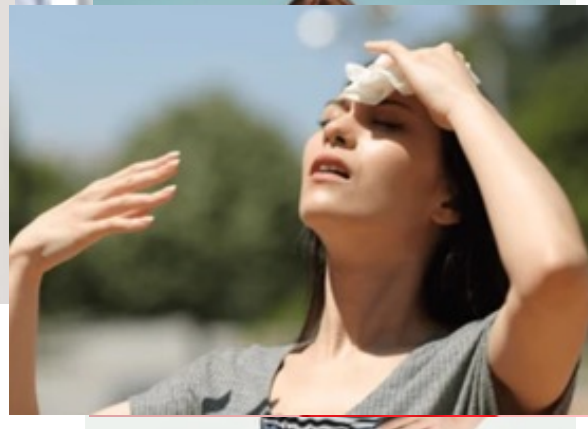
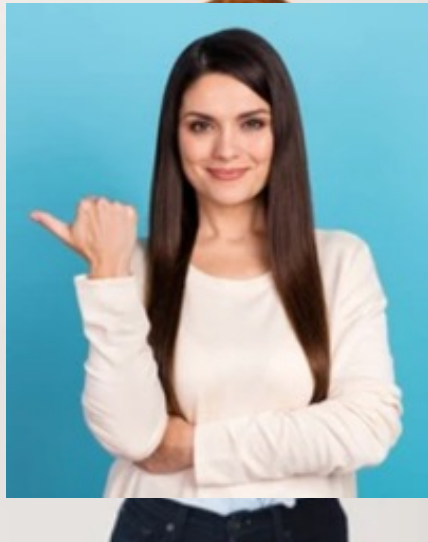


5 Principles for Navigating Tension

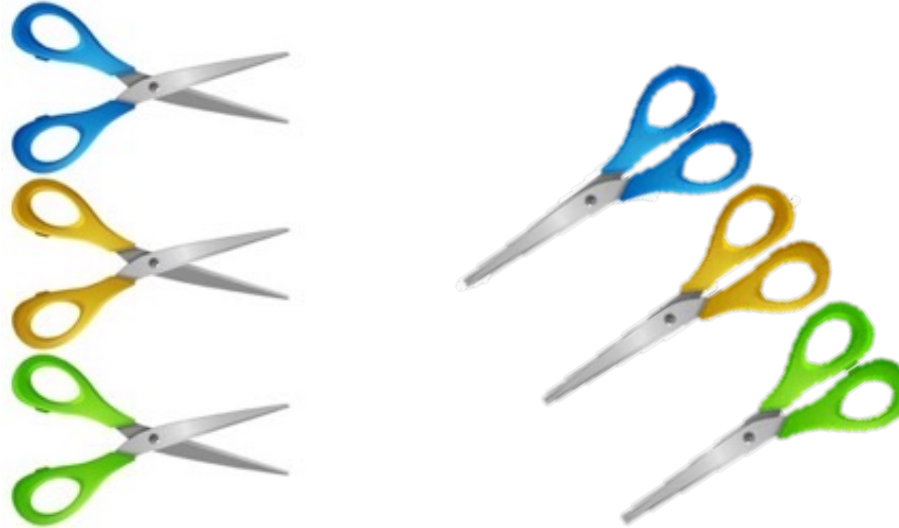
1. **If you care, lean into the tension.** Know why its important top you. Establish a safe space to acknowledge it, with positive intent to progress in the healthy tension.
2. **No one has a monopoly on the truth.** Perception is reality. Quieten your judge and defensiveness and seek the Grain of Wisdom in the tension. The truth that hurts.
3. **Employ curious thinking to explore all the options.** We all need to be heard.
Be consciously curious to understand all the possibilities. The growth and innovation to move forward lies in defending your position but in understanding all positions, then explore all possibilities to achieve success and create a new solution to move forward.
4. **Align on commonality (not difference)** to move from disagree to misalign to align. Move the conversation from being fixed and defensive to expansive growth mindset. What do we agree on? Success is...then look at how will we best get there...
5. **Leverage the wisdom of the minority.** To make the decision stronger, lower the resistance to bring the minority over to the majority and strengthen the outcome.

What is my intention? Am I challenging with positive intent?
What is my energy and posture conveying?
My non-verbal communication?

Suggest/Provoke vs. Defend, Complain/Avoid



What's the difference between feedback & criticism?



Positive Intent



i-messages vs. u-messages

“You don’t know what you’re talking about,”
u-blames the other person, attacks & provokes a defensive response.

“I don’t understand what you’re trying to say.”
i-clarifies your experience, is concerned with the issue.

When this happens, it impacts me or others by ...

An i-message focuses on how you feel about a situation.
It is disarming and hard to dispute how someone feels.
It takes the sting out of the conflict.

“I can change my future behaviour; but I can’t change who I am or the past.”
So, feedback on the behaviour & its impact on you vs. attack or blame the person.



One of our only silver bullets....

Quality Communication

Listen to Understand

Not to Respond.

Be curious to learn, bring empathy.

Reframe

It's your responsibility to reframe what you are saying if it is not landing.

Playback.

Don't assume someone has understood you, or you them.

To check meaning, and what you have heard, play back your understanding.

Or ask them to playback their understanding of the discussion or explanation.

Reframe: We align on commonality (not difference)

Disagreement

Focus on
difference

Disagreement implies
a barrier, a conflict
that is focused on
difference.

"Fixed Mindset"
thinking seeking a win-
lose outcome.

**"I'm right you're
wrong"**



Misalignment

Focus on
commonalities

Refocus on commonality.
What we both want as an
outcome.

What does success look like?

"Growth Mindset" thinking,
with the possibility of...we
are not there YET... seeking a
win-win outcome.

**"We both have a point;
there is a third way..."**



Alignment

Explore variance,
close the gaps

Once aligned on shared
outcome, explore the
variance in how to get to
there, building a bridge to
success.

**"What more would it
take to be aligned on the
way forward?"**

**WHAT Qs → action with
accountability**

An iceberg floating in a dark blue ocean under a cloudy sky. A thick red line marks the water surface. Above the line is the visible tip of the iceberg. Below the line is the much larger, submerged part of the iceberg. Text and percentages are placed in these two sections.

Lower the resistance
Strengthen the decision

70 %

Below the water line...

Passengers, passive acceptance, passive resistance,
Cynics, sarcasm, gossip, disruption,
Victims, Fear, hopelessness, go slow, quiet quit, strike, quit

30 %

Opportunity: To enrich the decision with the wisdom of the minority

“What would you need to come above the line?”



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