

Dealing with Difficult Behavior is Like

Presented by:
Mike Swain,
AASB president

Timi Tullis
Associate Executive Director

It's no Wonder we have issues!

75% people are significantly different than you!

- *Diverse members
- *Passionate people
- *Shared leadership
- *Political positions



"I don't like to be difficult, but
it's the only thing I'm really good at!"



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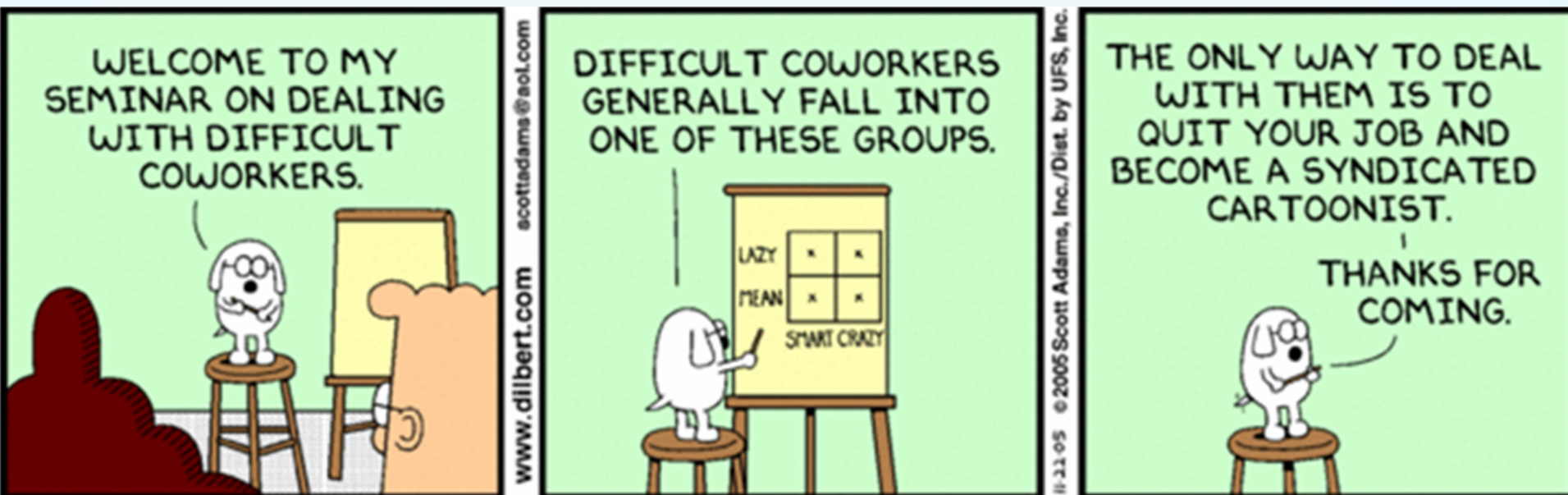
- Assess the situation
- Stop wishing they were different
- Take a step back
- Formulate a plan
- Implement your plan
- Monitor effectiveness

Change Your Attitude

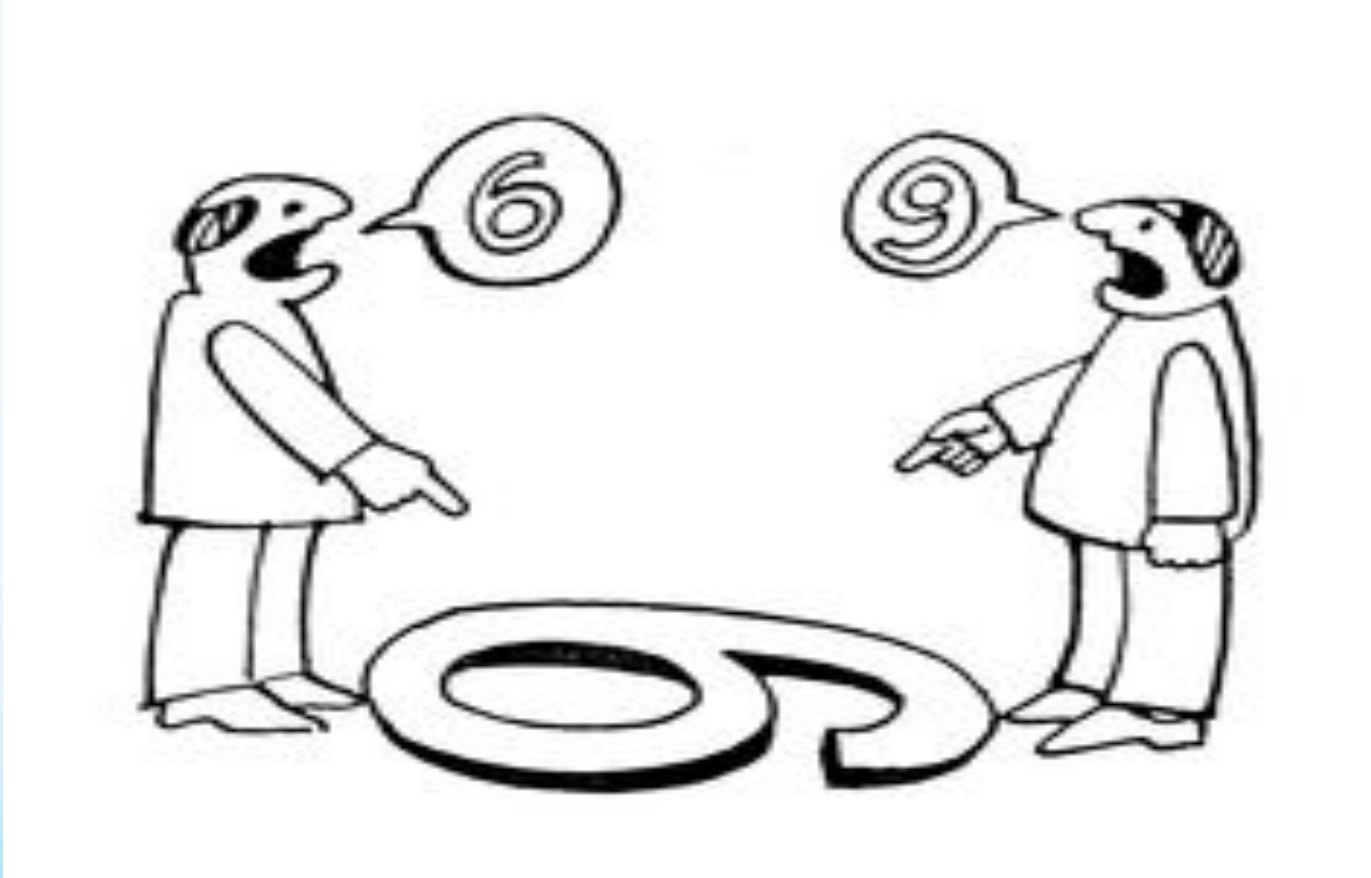
Understand the difficult person's behavior before it gets out of hand

Place the difficult person's behavior under a magnifying glass

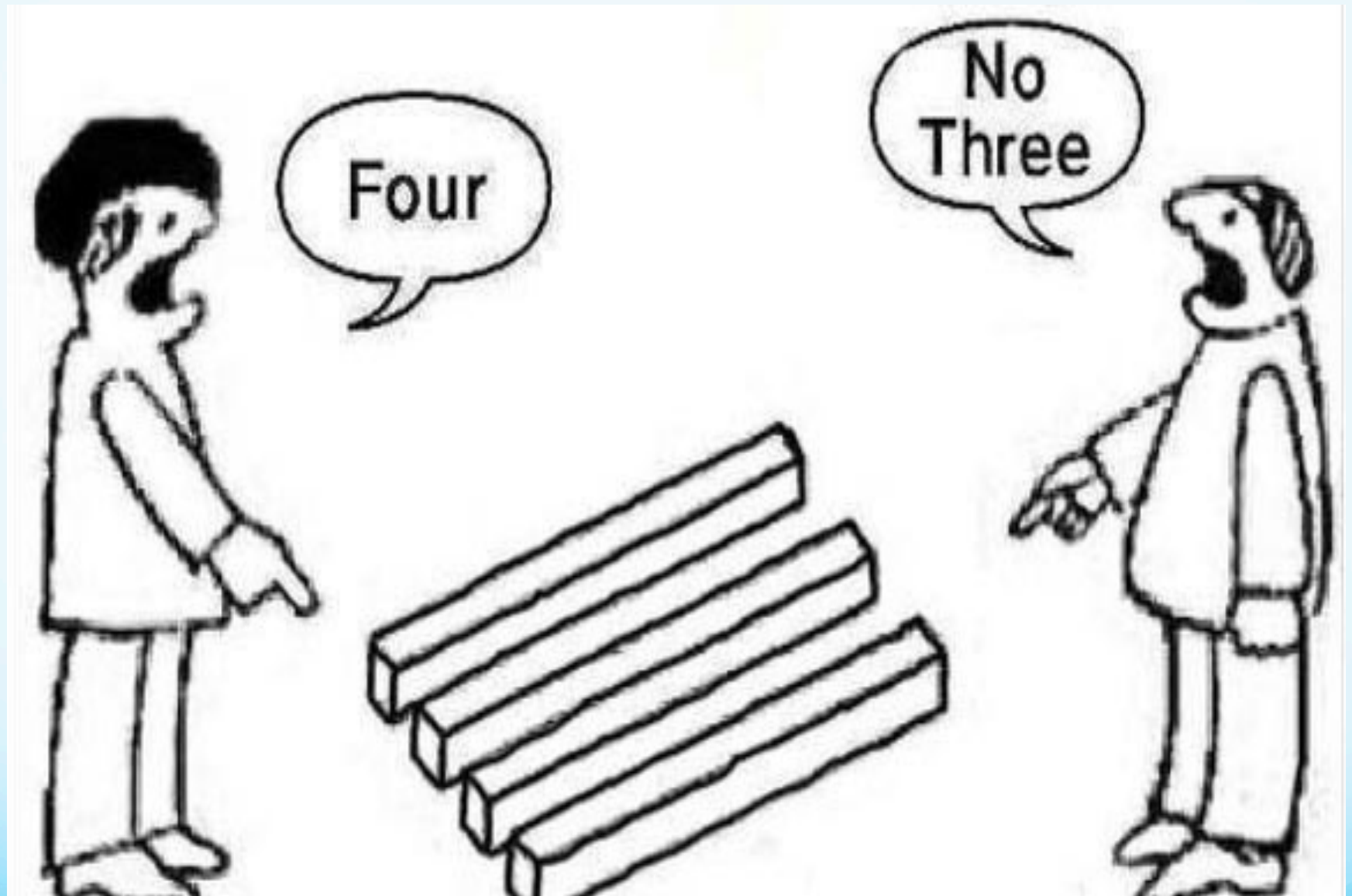
See the motive behind it



Lens of Understanding



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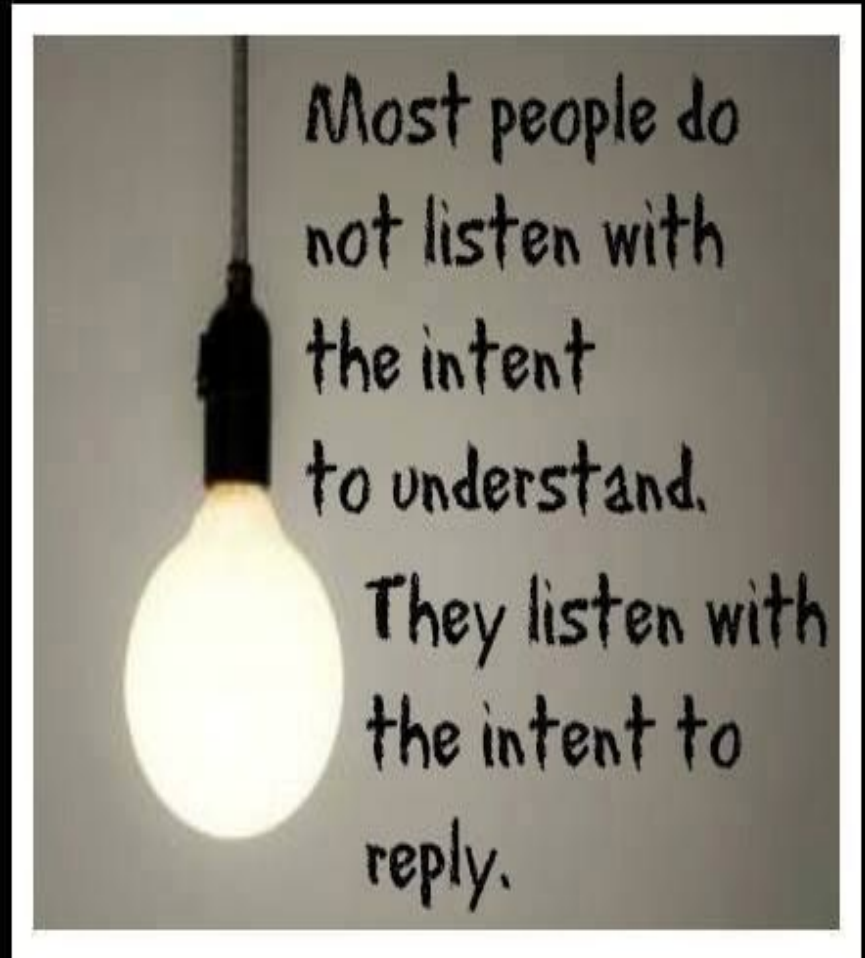


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One quick indicator of a person's intent is their communication style.

When people have shared intent or priorities, conflict is unlikely.

As intent changes so does behavior.



Change Your Behavior

Some people bring out the best in you - some bring out the worst

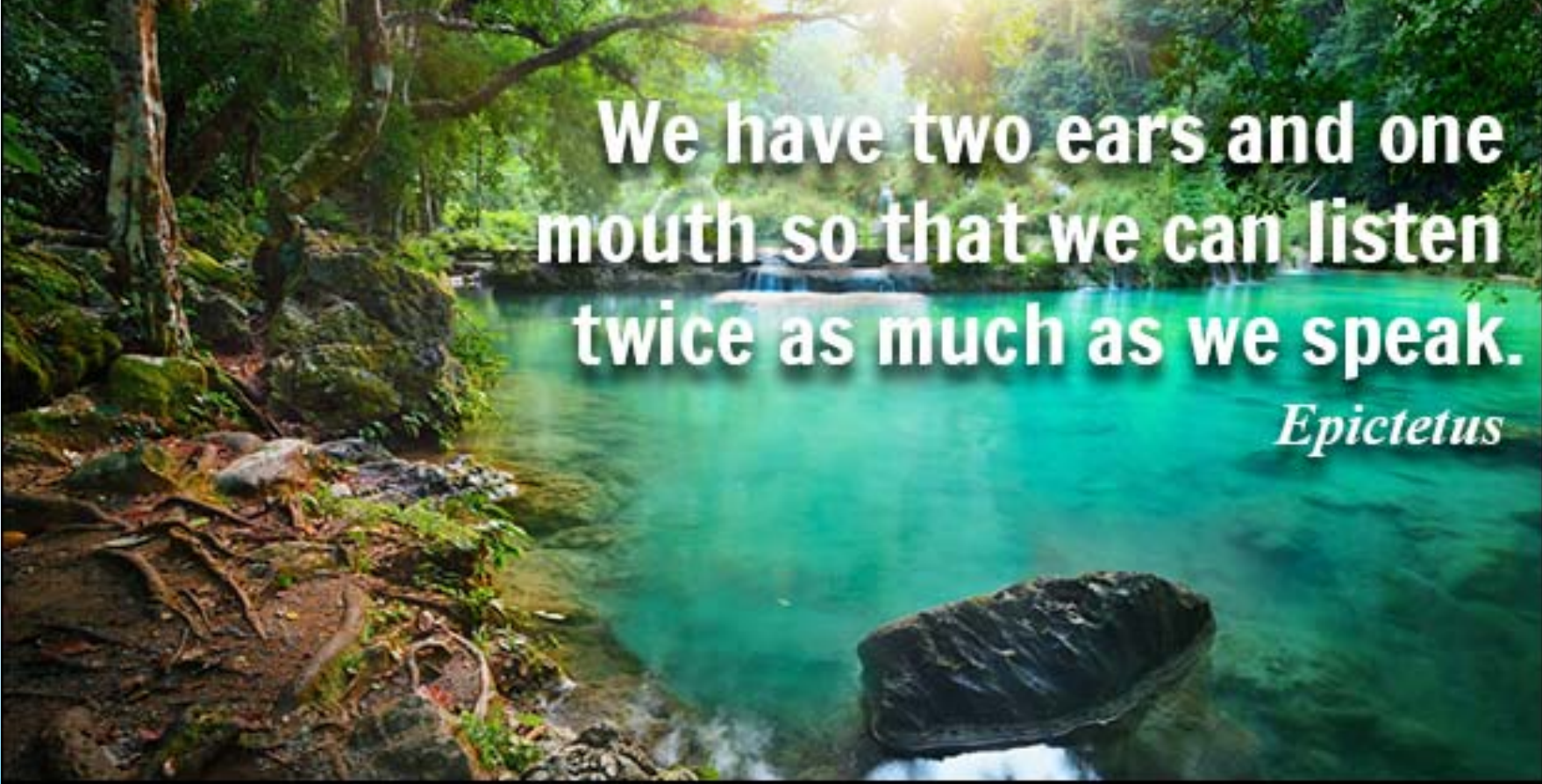
Our actions change our minds, Our minds
can change our behavior and our
behavior can change the outcomes.

Manish Abraham



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Listening Skills Motto



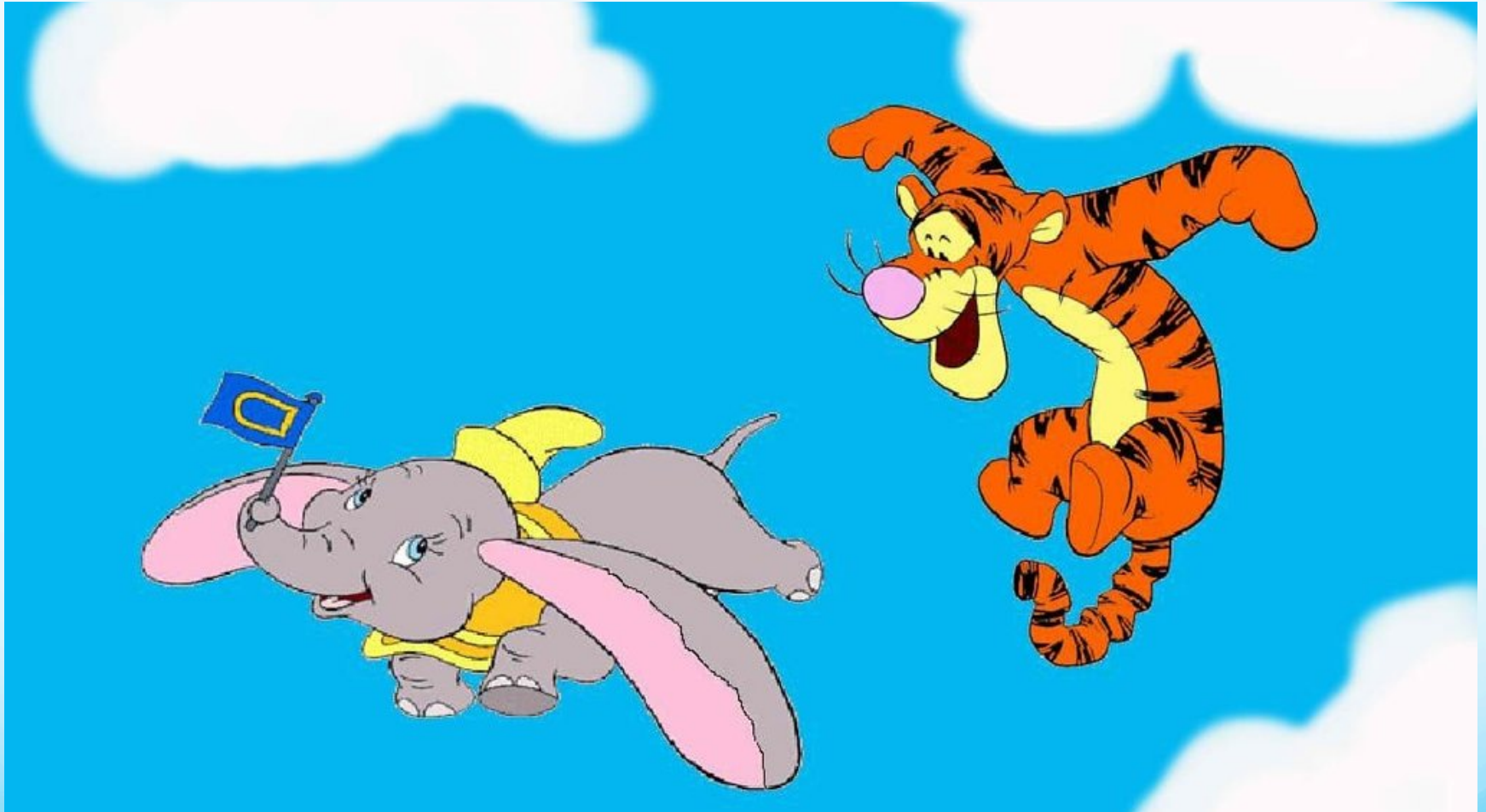
**We have two ears and one
mouth so that we can listen
twice as much as we speak.**

Epictetus



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Which one are YOU?



Listening in 3 Channels

10% = Words

40% = Tone – Inflection -
Volume

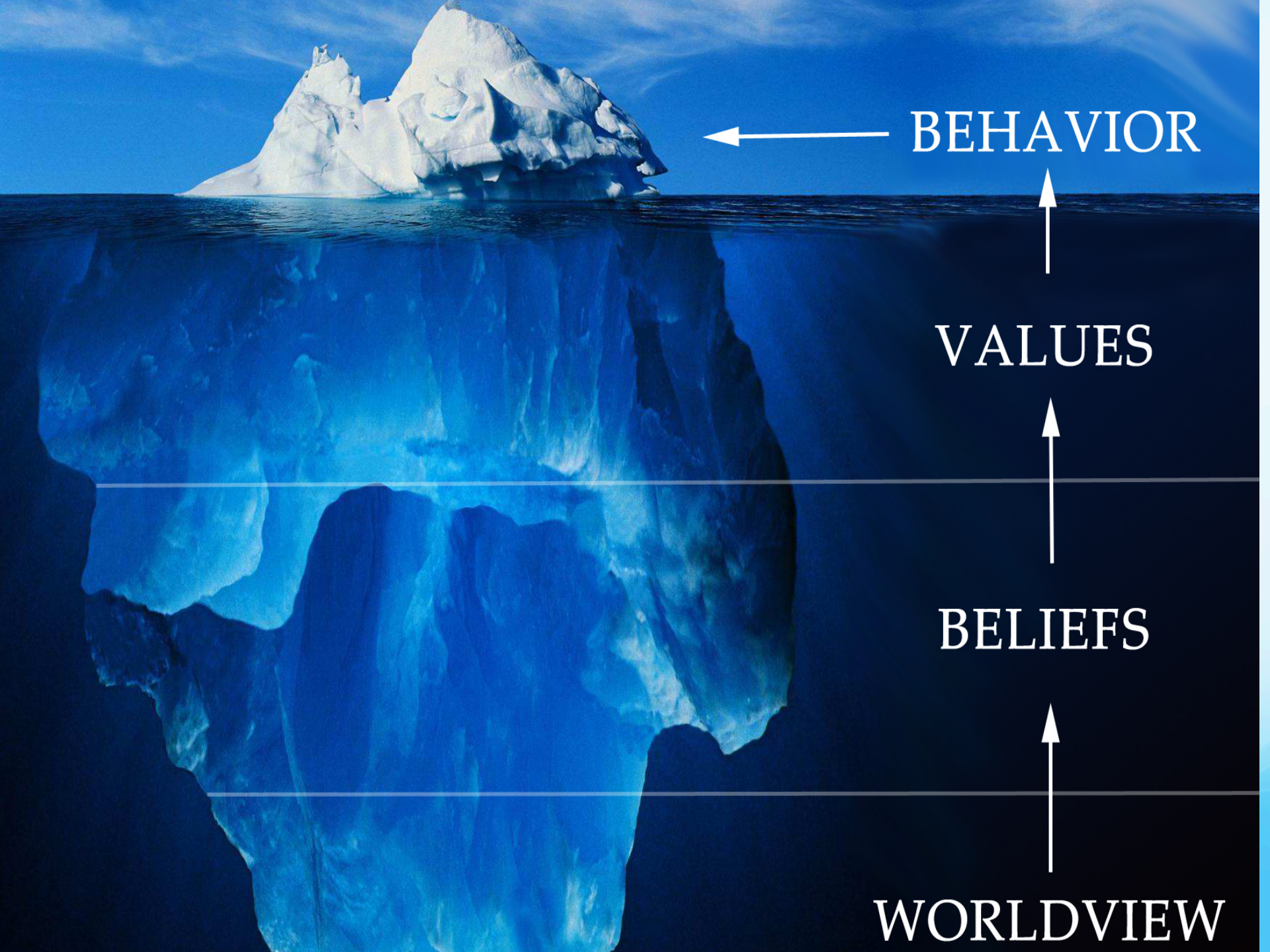
50% = Body language

The word
LISTEN
contains
the same letters
as the word
SILENT.

— Alfred Brendel



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BEHAVIOR



VALUES



BELIEFS



WORLDVIEW

Communication Tips



Emphasize your similarities

Find common ground

Reducing differences is essential

“Blending” and “Redirecting”

Pushback

What happens when someone says something you disagree with, and you automatically react negatively?

**“WE DON’T NECESSARILY ALWAYS AGREE, BUT
HOPEFULLY WE MAKE EACH OTHER THINK, AND
THAT’S WHAT MATTERS.”**

VANESSA KERRY

© Lifehack Quotes

One Little Word Exercise



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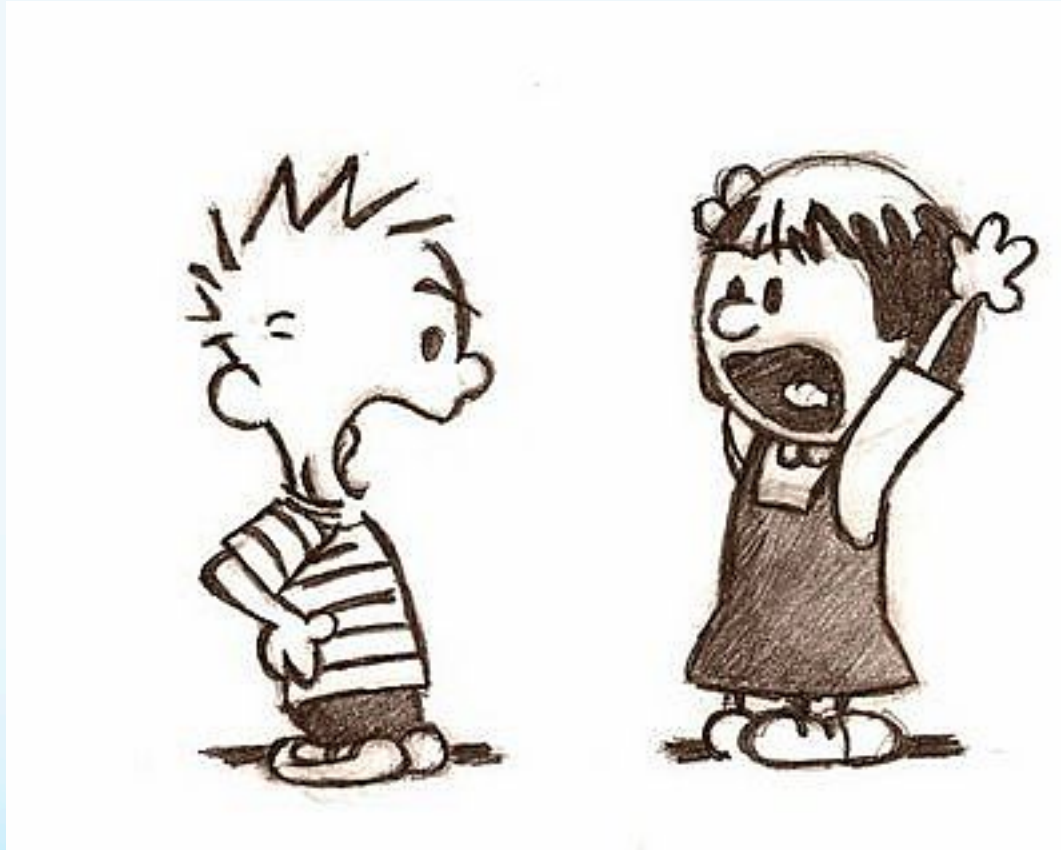
Communicate with Problem People

Your goal: Speak to be understood

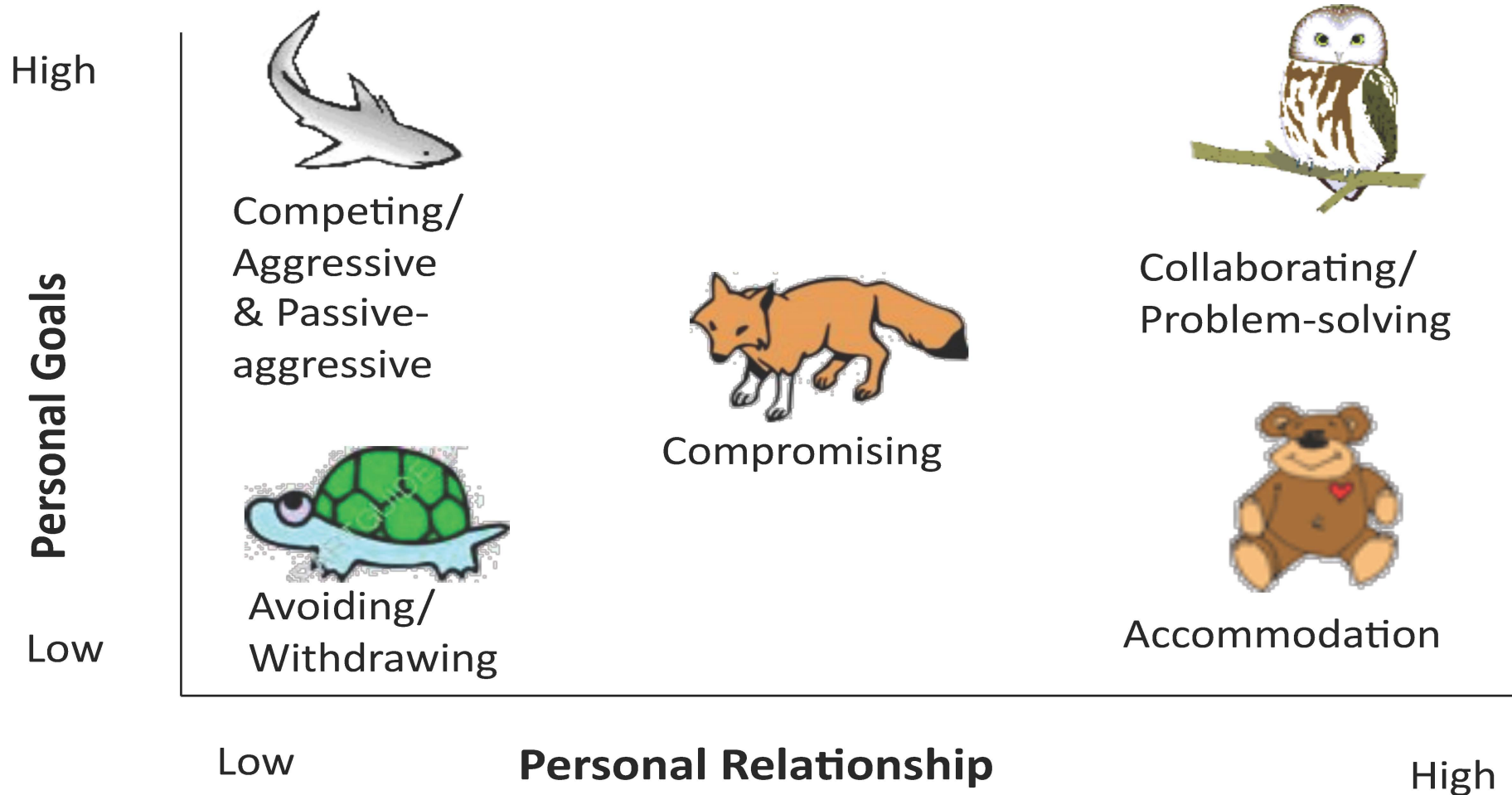
Action Plan:

1. Monitor your tone of voice
2. Be positive about your intent
3. Tactfully interrupt interruptions
4. Blend and Redirect
5. Be ready to listen

***Conflict is resolved only when the parties agree
that it is resolved!***



Conflict styles



Group Dynamics in Conflict

Righteousness, Entrenched, Peer Pressure, Escalation



**“I suppose I’ll be the one
to mention the elephant in the room.”**

Values Involved in School Board Conflict

Achieving goals as a board member

Preserving working relationship

Board Chair / Superintendent Relationship

- This relationship is slightly different than the relationship with the superintendent and other members!
- **WHY?**



Attitude

Life is 10% what
happens to me and
90% of how
I react to it.

Charles Swindoll



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For More Information Contact

You can always call AASB

907.463.1660

Timi Tullis, Lon Garrison, Jenni Lefing and Norm Wooten

the Board Development Team

are there to help whenever we can!