

# Centering Relationships: Strategies for Generative Conflict

Additional Reading

# Feedback Strategies: SBI Model

## Situation

Context and setting: where and when of the situation you're referring to

*In our meeting, we had a conversation about...*

## Behavior

What, specifically, did you observe about the person's behavior? (no assumptions, subjective judgment, hearsay)

*You said...*

## Impact

What impact or effect did their actions or inactions have on you/others/the work?

*The impact it had on me was...*

# Emotional Agility

Effective leaders don't buy into or try to suppress their inner experiences. Instead they approach them in a **mindful, values-driven, productive way** – developing what we call **emotional agility**.

**David and Congleton, Emotional Agility**

## In ourselves, emotional agility is to:

- > Acknowledge, understand, and work with your own emotions
- > Act in a mindful, values-aligned, and culturally inclusive way

## With others, emotional agility is to:

- > Value the emotions of others, how lived experience may shape them
- > Anticipate the emotional impact of decisions, create space for processing

# Centering Relationships: Examples

How do you **center relationships** as a manager?

What supports you to do this? What gets in the way?

## Center Relationships

- > *Check-ins at start of meetings and informal connection building*
- > *Create spacious agendas*
- > *Be authentic and vulnerable to make space for others to do the same*

## Value Perspectives

- > *Balance perspective gathering/sharing, acknowledge impact of your voice*
- > *Put yourself in their shoes and give space for others to share*
- > *Walk the talk to hold and share responsibility*

## Build Structure

- > *Incorporate feedback in regular check-ins (such as a 2x2)*
- > *Check-out on how the meeting went (grows/glows, plus/delta)*
- > *Provide prompts to reflect in advance, use shared docs to circle back*