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

**Behavior**
- What, specifically, did you observe about the person’s behavior? *(no assumptions, subjective judgment, hearsay)*

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

In our meeting, we had a conversation about…

You said…

The impact it had on me was…
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