

LEADERSHIP WORKSHOP: CONFLICT MANAGEMENT



Aurora, December 17th, 2015

ROLES AND EXPECTATIONS

Definition from the external perspective

Role (latin for “Mask”)

- A set of expectations
- more or less specific/ clearly defined
- Coming from different people / institutions (role senders)
- towards the owner of a specific position (focal person)



ROLES AND EXPECTATIONS

Expected expectations

“I act in a certain kind of way, because I expect that people expect this from me.”

- Expected expectations lead to inflexible behavioral structures.
- Many Expected expectations are not correct.

An open dialogue about Expected expectations helps to reduce misunderstandings and insecurities.



Image source: : Jeroen van Oostrom and Ambro / FreeDigitalPhotos.net

ROLES AND EXPECTATIONS

Clarify expectations

- **What I expect from you...**
- **What I don't expect from you...**
- **What you can expect from me...**
- **What you can't expect from me...**



COMMUNICATION TOOLBOX

Inner Mindset in Communications

		I am OK	
You are OK	<ul style="list-style-type: none">• Trust  • Respect• Responsibility• Constructive Conflict Management	<ul style="list-style-type: none">• Arrogance  • Distance• Self-Righteousness• Mistakes are done by Others	You are not OK
	<ul style="list-style-type: none">• Little Self-Confidence  • Feeling of Inferiority• Unsteadiness/ Shakiness	<ul style="list-style-type: none">• Total Pessimism  • Failure / Disappointment• Communicational Breakdown	





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