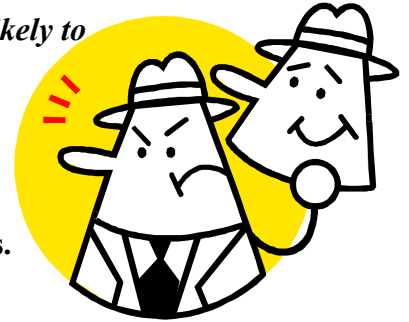


How to Turn Negative Situations Around

“If we don’t change the direction we are going, we’re likely to end up where we’re headed.”

- Ancient Chinese Proverb



If you chicken out now you’ll pay the price later!

- Defensive answers don’t help build communication bridges.
- When you feel tension ask yourself:
“What am I doing that may be causing this?”
- Labels of authority have nothing to do with whether others consider you a leader or whether they’d be motivated to follow you.
- Leaders in Good to Great companies argue, debate and have ugly conversations but always in search of the best answer. In the end everyone stands behind the decision. The debates were for the good of the company and not their egos.
- Leaders need to encourage team members to tell the truth and not filter brutal facts.
- Great teams do not hold back with one another. They admit their mistakes, their weaknesses and their concerns without fear of reprisal.
- A trusting team shows vulnerability with each other.
- The downside for a team that does not trust is fear of conflict which can turn into passivity and sarcastic comments.
- Fear of conflict looks like artificial harmony since no one disagrees.
- We must confront interpersonal discomfort.



TEAMS that **TRUST** challenge each other all of the time and think of **RESULTS** first! Trusting teams ask questions such as:

- What are you doing?
- How are you spending your time?
- Are you making enough progress?

When a team member does push you, they’re doing it because they care about the results of the team.



Leaders start with questions and not answers, such as:

- What's on your mind?
- Can you tell me about that?
- Can you help me understand?
- What should we be worried about?



10 Tips to build communication bridges:

1. Actively solicit opinions
2. Connect on a personal level
3. Constantly ask questions
4. Attribute/credit ideas
5. Monitor your facial expressions
6. Actively listen to all
7. Draw in participation
8. Monitor personal greetings
9. Respond constructively to disagreements
10. Limit interruptions



Ideas to put a POSITIVE spin on teams:

- 🧩 They **trust** each other
- 🧩 They **engage** in unfiltered conflict around ideas
- 🧩 They **commit** to decisions and plans of action
- 🧩 They **hold one another accountable** for delivering against those plans
- 🧩 They **focus on the achievement** of collective results.

