

DISCOVER HOW TO MAXIMIZE YOUR *INTERPERSONAL SKILLS* in WORKPLACE DISPUTE MEETINGS

HR Virginia 2024
ANNUAL STATE CONFERENCE

Leading Through Workplace Hurdles

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About Leigh



VISION

To alleviate HR workplace disputes before they begin.



Diversity Of Thought At Work
LYONS HR CONSULTING, LLC

GALLUP RESULTS

32% Employee Engagement

Absenteeism

81%

**Patient Safety
Accidents**

64%

**Safety
Accidents**

58%

**Low Turnover
Organizations**

43%

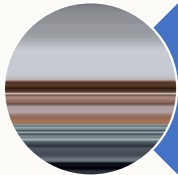


**OUR WORK IS NOT SO MUCH
ABOUT *WHAT* WE DO BUT
HOW WE DO IT - Anonymous**

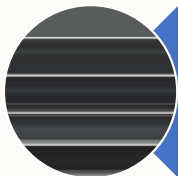
Today's Conversation...



Interpersonal
Skills



Emotional
Intelligence



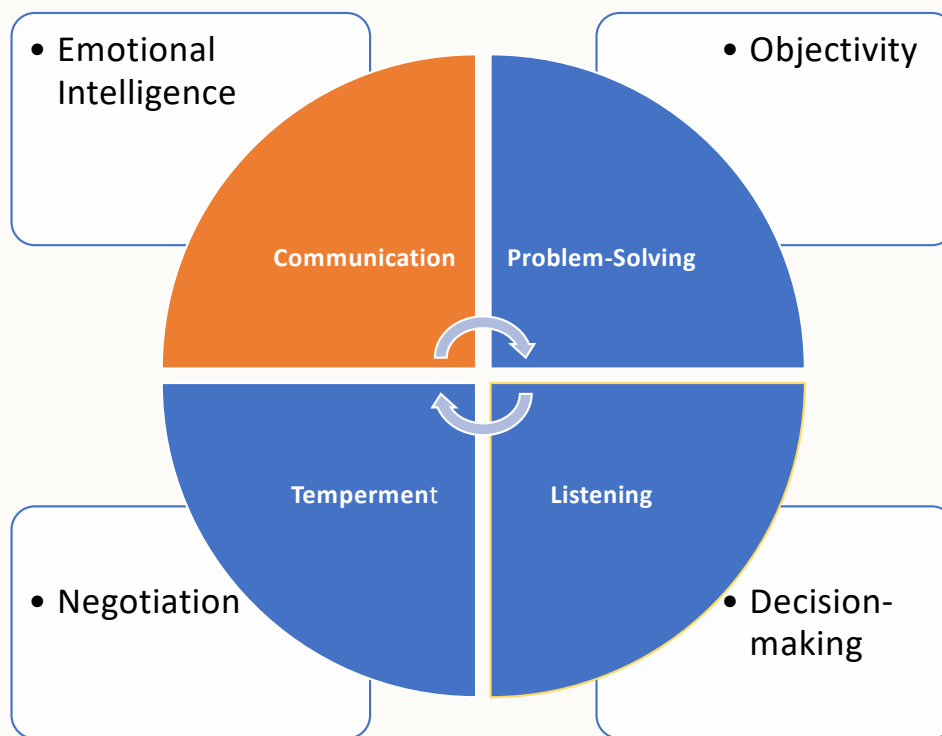
Conflict
Management



SHRM BASK MODEL



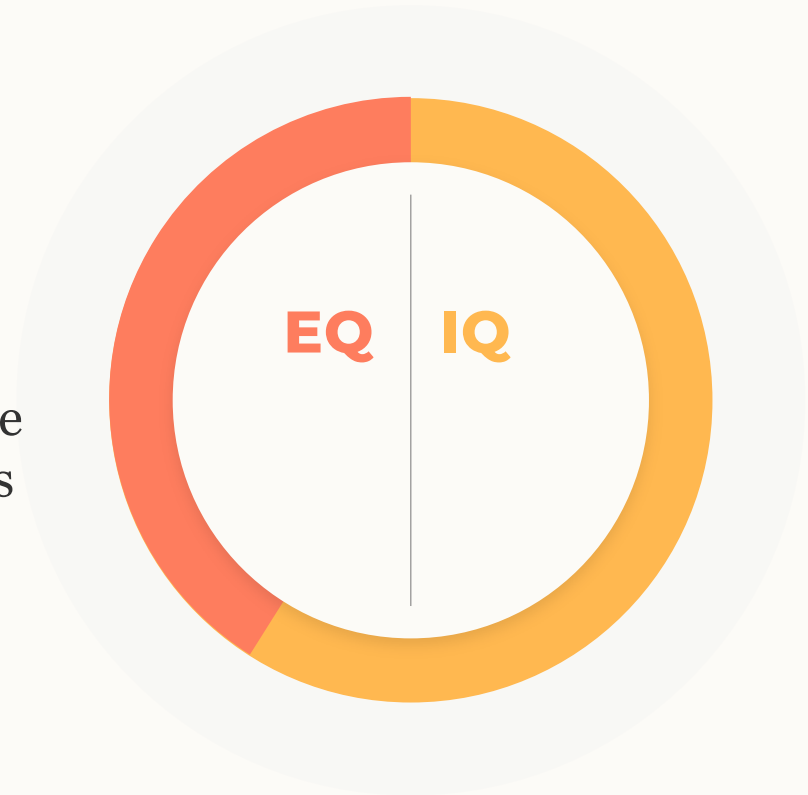
Interpersonal Skills



Emotional Intelligence

Emotional Intelligence is the “*something*” in each of us that is a bit intangible. It affects how we manage behavior, navigate social complexities, and make personal decisions that achieve positive results. Emotional intelligence is made up of **four core skills** that pair up under two primary competencies: *personal* competence and *social* competence.

SOURCE: Travis Bradberry, Forbes, January 9, 2024



FOUR CORE EQ SKILLS

1 SELF-AWARENESS

2 SELF-MANAGEMENT

3 SELF-AWARENESS STRATEGIES

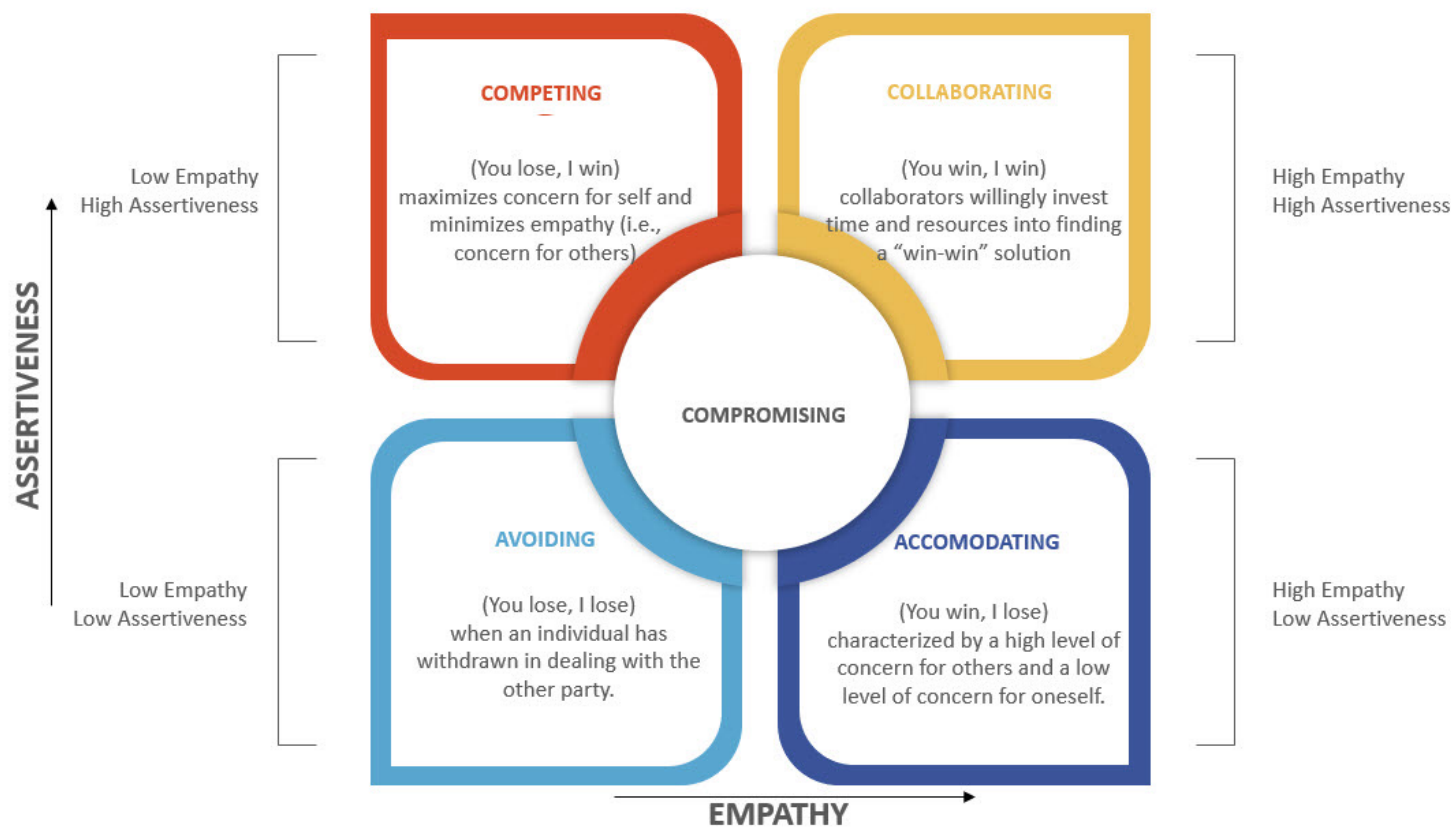
4 RELATIONSHIP MANAGEMENT



Conflict Management Strategies

- 1 Conflict Styles .
- 2 Non Defensive Communications
- 3 Meeting Strategies





Conflict Resolution (Thomas-Kilmann model)



NON DEFENSIVE COMMUNICATIONS



Best Practices for Effective

WORKPLACE DISPUTE MEETINGS

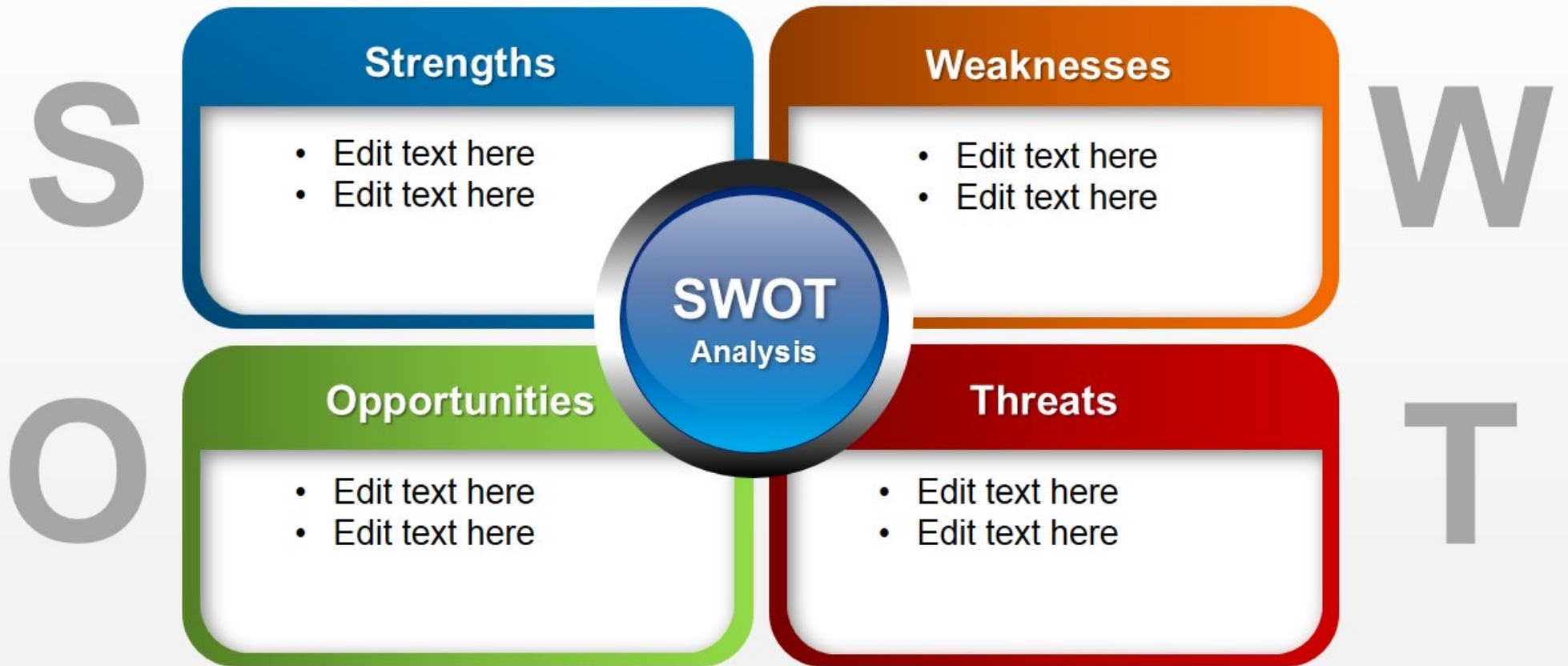




MEETING CHECKLIST

- ✓ **AGENDA/PURPOSE**
- ✓ **PREPARATION**
- ✓ **MEETING DAY**
- ✓ **FOLLOW UP**

SWOT Analysis





Forbes

To take matters into your own hands, give yourself an opportunity to make an opportunity for yourself and have people excited about your work is empowering.

Issa Rae

Actress

Let's Continue the Conversation!

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