



# Constructive Confrontation: When Win-Win Isn't Good Enough

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Larry Johnson Presents

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Don't Duke It Out - Talk It Out  
**Constructive Confrontation**  
When Win-Win Isn't Good Enough



# SEMINARS BY THE JOHNSON TRAINING GROUP

## **LEADERSHIP AND MANAGEMENT**

Larry Johnson

- **DESTROY THE STATUS QUO - CREATE THE FUTURE: How to lead change in a changing world**  
This is a fast-paced, insightful seminar that will give you the skills to successfully manage change in your organization.
- **FAST AND FLEXIBLE PROJECT MANAGEMENT**  
Today, with competition increasing, budgets tightening, and customers getting choosier, the effective project manager must be able to adapt to rapidly changing market conditions. Larry offers everything you need, from flexible scheduling tools to project design concepts that help you keep your projects competitive, on target, on budget and on time.
- **FROM WIZARD TO KNIGHTHOOD: Leadership skills for the technical expert**  
Making the transition from technical expert to supervisor/project leader/manager can be difficult for anyone, especially the technical gurus of your organization. In this program, Larry offers them leadership, interpersonal, and political skills to successfully manage the people side of technology.
- **ZAP THE GAP: How to manage Generation X and younger employees**  
The differences between generations are more than body piercings and hair dye. Learn how to manage and succeed with those whose values and work-ethics have been shaped growing up in a world where gratification is instant, the internet is a way of life, and relationship are modeled on Friends, Beavis & Butthead, and Parkplace.

## **STRATEGIES FOR COMPETITIVE ADVANTAGE**

- **TEAM POWER**  
How to build a world-class, high-performance team.
- **POWER SERVICE: Skills for delivering the very best to your internal & external customers**  
The people in your organization who affect your customers' perceptions of the quality of your product and service are very often the people who get the least amount of training. Larry gives them the skills they need to keep your customers for life.

## **PERSONAL SKILLS**

- **TRUCK DRIVER OR ROAD PIZZA: How to thrive and succeed when your organization is changing**  
This program gives all employees the tools they need to cope with organizational changes in a positive, win/win manner.
- **CONSTRUCTIVE CONFRONTATION**  
Learn how to confront issues and resolve differences in a hard-nosed but positive manner.
- **GETTING WHAT YOU NEED: How to exert influence when you are NOT in charge**  
This program gives you proven tools and strategies to acquire the resources and support you need to successfully complete your projects, manage your day-to-day work, and serve your customers.

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## Confrontation - Constructive and Otherwise

Create a list of words that come to mind when you hear the word "confrontation."



I would be more effective working with  
\_\_\_\_\_ if:

P \_\_\_\_\_

A \_\_\_\_\_

L \_\_\_\_\_

### Choices

## Do Your Homework



If possible, take time to think about the disagreement. Prepare your thoughts, get your data together, think about what you want to accomplish, and prepare a plan for the discussion. We always do better in any kind of discussion or presentation when we are prepared. This step helps you prepare for the confrontation.

## Open The Debate



Ask the other person to describe the issue as she sees it. Then ask her to help you **define the best outcome for the discussion:** ie, increased profit, reduced risk, improved quality.

## Open Your Ears



Listen to the other person's point of view **without prejudice**, or thinking about the arguments you can marshal against her point of view. Ask questions to clarify her position and to validate the data.

## Open Your Mouth



Offer your point of view in a clear and firm manner, **supporting your view with data.** (Having done your homework really helps here.)

## Open Your Mind



Direct the discussion toward a goal that works for both of you and, more importantly, is **the best solution for the company.**

## Close The Deal

Restate the agreed-upon solution. Assign responsibilities (AR's) and follow-up dates. Agree to **disagree and commit** if necessary.