

Values, Conflict and Resilience in a Changing World

Webinar

15th October 2020



WORLD
VALUES
DAY

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Presenters

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What we are covering...

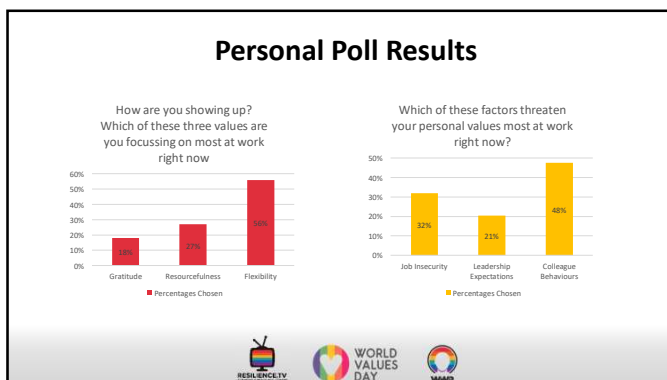
- Survey results:
 - What values are most important to us?
 - What are we looking for in others?
- What happens when there is a disconnect?
 - How do values impact on our resilience?
 - What's the link between resilience and conflict?
 - How do values impact on conflicts and causes of conflict?

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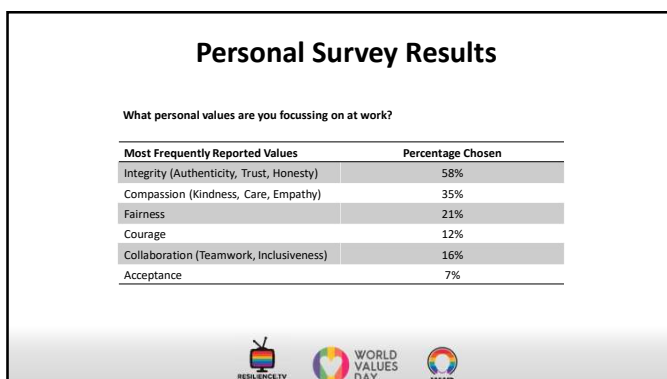
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Personal Survey Results

What can threaten living these values?

- *Fear (income security, health, personal failure, scarcity)
- *Energy (workload, deadlines, setbacks, burnout, fatigue, busyness, stress)
- Imposed Expectations (inflexibility, rules, restrictions, focus on performance versus wellbeing)
- Relationships (ostracized, isolation, self-interest of others, more responsibilities)
- Communication (inconsistent messaging, lack of data, negativity)
- Lack of understanding (concerns dismissed, no empathy, not valued, judged)

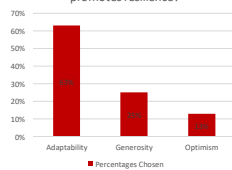
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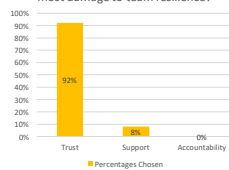
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Team Poll Results

Which of these team values best promotes resilience?



What values-conflict can cause most damage to team resilience?



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Team Survey Results

What team values promote resilience?

Most Frequently Reported Values	Percentage Chosen
Trust (Honesty, Authenticity, Integrity)	49%
Collaboration (Teamwork, Cooperation, Connection)	44%
Compassion (Kindness, Empathy, Care)	37%
Respect	21%
Support	16%
Communication	7%



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Team Survey Results

What values-conflict causes most damage to team resilience?

- *Lack of trust
- *Personal versus team orientation (Self-centered, individual agendas, individualism, competition, status)
- Lack of transparency
- Unrealistic expectations - especially if \$ driven
- Inconsistency, inequity, exclusion
- Accountability and work ethic
- Lack of support and appreciation
- Focus on blame and negativity

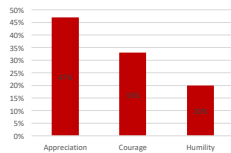
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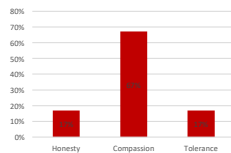
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Leader Poll Results

Which of these values by leaders most promotes resilience in their teams?



Which of these value-breaches by leaders causes the most damage to resilience?



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Leader Survey Results

What are the values leaders need to demonstrate to promote resilience in their teams?

Most Frequently Reported Values	Percentage Chosen
Authenticity (Transparency, Honesty, Trust)	60%
Compassion (Empathy, Kindness, Care)	49%
Support (Listening)	23%
Flexibility	14%
Fairness	7%
Vulnerability	7%



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Leader Survey Results

What values-breach causes most damage

- *Trust (integrity, honesty)
- Transparency and openness (unauthentic)
- Self interest
- Disconnection from team or reality
- Respect – not valuing, belittling, shaming, undermining
- Not caring, no empathy

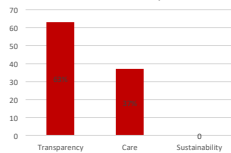
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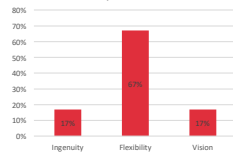
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Organisation Poll Results

Which of the following values are most expected of organisations by the communities they serve?



Which of these values should organisations demonstrate most to stay resilient?



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Organisation Survey Results

What values should organisations demonstrate to stay resilient?

Most Frequently Reported Values	Percentage Chosen
Integrity (Transparency, Honesty, Trust)	42%
Adaptability (Flexibility)	37%
Compassion (Empathy, Care)	23%
Innovation (Creativity)	12%
Fairness	7%
Purpose	7%



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Organisation Survey Results

What values are expected by the communities they serve?

- *Integrity (trust, honesty)
- Compassion (empathy, kindness, care)
- Transparency and openness (unauthentic)
- Respect
- Accountability
- Sustainability

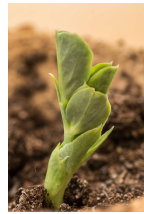
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How does this impact on resilience?

"An individual's capacity to manage the everyday stress of work and remain healthy, adapt and learn from unexpected setbacks and prepare for future challenges proactively."



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R@W Individual Components



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The Seven Components

S1 - Living Authentically

Knowing and holding onto personal values, deploying strengths, and having a good level of emotional awareness and regulation




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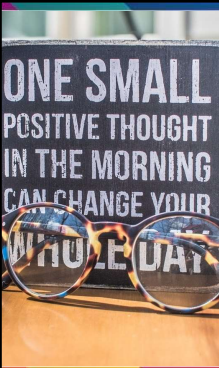
The Seven Components

S2 - Finding Your Calling

Seeking work that has purpose, gives a sense of belonging, and fits well with one's core values and beliefs




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The Seven Components

S3 - Maintaining Perspective

Having the capacity to reframe setbacks, maintain a solution-focus, and manage negativity



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The Seven Components

S4 - Mastering Stress

Employing work and life routines that help manage everyday stressors, maintaining work-life balance and ensuring time for relaxation




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The Seven Components

S5 – Interacting Co-Operatively

Seeking feedback, advice and support, and providing support to others



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The Seven Components

S6 - Staying healthy

Maintaining a good level of physical fitness and a healthy diet




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The Seven Components

S7 - Building networks


Developing and maintaining personal support networks




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The link between conflict and resilience

- Stress management
- Destructive behaviours
- Hot buttons
- Impact of absence
- Understanding differences



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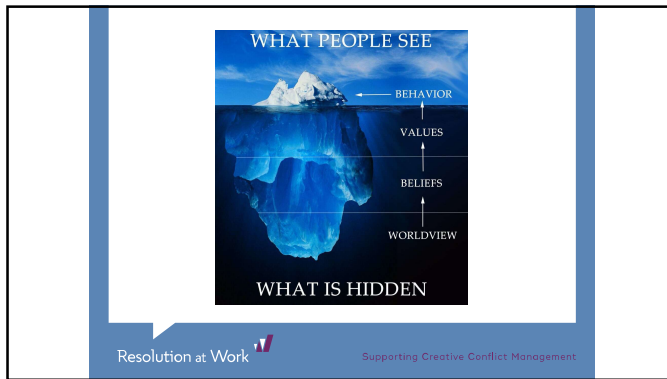
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How does this impact on workplace conflicts?



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How might the survey results impact?


- Personal values:
 - Colleagues' behaviours – 48%
 - Job insecurity – 32%
 - Leadership expectations – 21%
- Team values:
 - Trust – 92%
- Leadership values:
 - Compassion – 67%

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Causes of conflict

- Fear (income security, health, personal failure, scarcity)
- Energy (workload, deadlines, setbacks, burnout, fatigue, busyness, stress)
- Imposed expectations (inflexibility, rules, restrictions, focus on performance versus wellbeing)
- Relationships (ostracised, isolation, self-interest of others, more responsibilities)
- Communication (inconsistent messaging, lack of data, negativity)
- Lack of understanding (concerns dismissed, no empathy, not valued, judged)
- Lack of trust/integrity
- Personal versus team orientation (self-centered, individual agendas, individualism, competition, status)

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Future webinars & training

- **Getting Buy-in for Mediation (CMC & CIPD Wales)** – 4.11.2020
<https://www.eventbrite.co.uk/e/getting-buy-in-for-mediation-tickets-117240614835>
- **Resolving Team Conflict** – 3.12.2020
<https://www.eventbrite.co.uk/e/resolving-team-conflict-tickets-125334112705>
- **Workplace Conflict Mediation and the Pandemic – Lessons learnt (CMC & CIPD Wales)** – 21.4.2021
<https://www.eventbrite.co.uk/e/workplace-conflict-mediation-and-the-pandemic-lessons-learnt-tickets-117241690051>
- **Foundation in Workplace Mediation Skills** -12/13/14 & 19/20 May 2021
<https://www.resolution-at-work.co.uk/events/2021/05/12/foundation-workplace-mediation-2/>

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Keeping in touch

- Sign up to our newsletter
<https://www.resolution-at-work.co.uk/subscribe/>
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