



Stronger Together: Creating a Cohesive, Collaborative, and Caring Caregiving Team.

Course Objective

- Use cooperative and effective conflict resolution techniques with a focus on collaborating

“Alone we can do so little; together we can do so much.” - Helen Keller



Cohesive: Unified, consistent, solid, interconnected, organized

Teams: Troupe, club, crew, squad, cadre

The Goal: To Collaborate: To work jointly with others or together especially in an intellectual endeavor.

*Cooperate *Join forces *Unite *Participate *Come together *Team up *Coproduct *Be in "Cahoots"

1

Build your relationship

✓ Increase positive communication

* Take time to get to know your teammate

* Keep a minimum of at least 5+ to 1- ratio (includes verbals and nonverbals)

“The way we communicate with others and with ourselves ultimately determines the quality of our lives.” -Anthony Robbins



***Avoid negative communication** (judgement, defensiveness, distracted interaction, advice giving, lack of interest, raising intensity, denying feelings, lecturing, "me too")

***Increase positive communication** (active listening, validation, mutual sharing, specific praise, supportive statements, checking in, reframing, focused attention, seek clarification)

✓ Identify and value teammate's strengths

Consciously train your brain to identify the strengths, give positive attention, and avoid negative judgment

* Express Gratitude

* Provide Compassion

* Focus on Strengths



✓ Assume positive Intent: Helps us find ways to support, increases compassion, increases likelihood that your teammate will be open to your feedback.

* Be the "calm-cool water" by re-framing negative stories

Reframe Negative Stories

Co-worker's Statement	The Reframe
"I can't believe they left this mess for me! How inconsiderate!"	→ "What must they be going through? I bet they had a difficult day..."
"He is telling me to do circle different... obviously he does not value what I bring..."	→ "He trusts me enough to share his feedback with me. I am curious where he is coming from..."
They just jumped in when I was trying to get the child to follow directions. They undermined me!	→

- * Be aware of our brain's "fast-track": Make sure to attend longer and interpret less
- * Seek to understand your co-worker's perspective
- * Attend and really listen

“If you don't like something, change it. If you can't change it, change your attitude.” - Maya Angelou



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Creating Cohesive and Collaborative Caregiving Teams

- ✓ Set clear roles
- ✓ Promote shared and equitable understanding of child and avoid “Exclusive claims of “truth”



- ✓ Use tools to increase shared knowledge
- ✓ Become scientists together
- ✓ Share recorded observations
 - I observed...
 - I tried...
 - The result was...
 - What have you observed? What do you think?

2 Communicate concerns thoughtfully

Actively put yourself in teammates shoes

A) Decide *what* is truly important to bring up

- Which are important enough to bring up and risk putting more bricks in the wall between you?
- How important is it to share?

B) Pinpoint *when to share it*

- Consider the best time to discuss the concern or idea
- Choose a time when you can be alone
- Make sure you are not rushed

C) Decide *how you will share it*

- Get calm and into the right mindset
- Use helpful & simple phrases
- Gather recorded observations

“Speak when you are angry - and you'll make the best speech you'll ever regret.”
-Lawrence J. Peter

- • • • • • • •
- **Useful** •
- I have observed... •
- I've been checking... •
- I have noticed... •
- I feel.... •
- I wonder about... •
- • • • • • • •

3 Collaboratively problem-solve differences

✓ Establish helpful mantras

“This difficult conversation will help us.”
“My teammate just needs to be heard.”
“Q-Tip: It is not about me.”
“I need to be calm to access my ‘brilliance.’”

✓ Visualize the meeting going well

✓ Send a virtual blessing

✓ Prepare to find the middle ground together

- * Work together to establish mutual goals and find a solution that works for all
- * Discover “our” way rather than the “right” way

“The more we run from conflict, the more it masters us; The more we try to avoid it, the more it controls us; The less we fear conflict, the less it confuses us; The less we deny differences, the less they divide us.” - David Augsburger



Creating Cohesive and Collaborative Caregiving Teams

1. Identify the problem

- ✓ Explore the challenge: What is the issue? What have we observed (facts: when, what, and how)?
- ✓ Take turns speaking and listening

First



- Listen, really listen, letting your heart be the driver
- Continue active listening
 - "It sounds like..."
 - "Tell me more..."
 - "I am hearing _____, am I getting it?"

Then



- Share your recorded observations

"The goal of resolving conflict in a relationship is not victory or defeat. It's reaching understanding and letting go of our need to be right." - Author unknown

2. Explore different perspectives

One side:					The other side:				
1	2	3	4	5	6	7	8	9	10
Advantages					Advantages				
Disadvantages					Disadvantages				
Values					Values				



- | | | | | | |
|-------------|-------------|--------------|--------------|--------------|-----------------|
| Kindness | Warm | Flexible | Capable | Conservative | Rational |
| Persistence | Thoughtful | Frugal | Caring | Connected | Prudent |
| Adaptable | Trusting | Obedient | Committed | Competitive | Practical |
| Ethical | Sensitive | Creative | Considerate | Affectionate | Popular |
| Empathic | Responsible | Happy | Conforming | Assertive | Perfectionistic |
| Discerning | Laid back | Cared for | Active | Athletic | Patient |
| Dignified | Mature | Hard-working | Curious | Attractive | Team work |
| Dependable | Dependent | Independent | Self-starter | Autonomous | Knowledgeable |

3. Brainstorm solutions



Find the middle ground

4. Decide on a Plan

- Label what each of you will do and the results you each hope to experience
- Evaluate the plan (How will it work? How will everyone feel? What are the results you each hope to experience?)
- End with gratitude

"Conflict is good in a negotiation process...It's the clash of two ideas, which then, all being well, produces a third idea." - Luke Roberts

5. Follow up



Objective Check: Identify a method to discuss conflicts, concerns, and other issues in with coworkers

