

***Reversing the Ostrich Approach to
Diversity:
Pulling your head out of the sand***



Module 2
**Stop Walking on Eggshells:
Define and use positive confrontation**

Participant Manual

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Objectives and Guidelines

Objectives

1. Determine the difference between the golden rule and platinum rule.
2. Apply the platinum rule to a workplace situation.
3. Identify workplace issues of confrontation.
4. Practice applying personal confrontation methods to a real workplace situation.
5. Commit to action by completing a personal development plan.

Guidelines

1. Be open to new ideas and concepts.
2. Take responsibility for learning.
3. Open up and share.
4. Participate to create value for yourself.
5. Be a respectful listener.
6. Agree to disagree.
7. Have Fun!!!

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The Two Barbers

A traveler came to a small town. He had never visited it before, he knows no one there, and he knew nothing about the town or its inhabitants.



He needed a haircut. There happened to be two barber shops close to each other on the main street, the only barber shops in town. The man studied each of them with care. One shop was very neat and tidy. Everything about it was smart. The barber was sweeping away the last traces of hair from floor while waiting for his next customer.

The other barber's shop was very untidy. Everything looked rather run down and ramshackle. The scruffy looking barber within was lolling on a chair waiting for his next customer.

Both shops charged the same amount for a haircut. After careful consideration, the traveler decided to go to the scruffy barber for his haircut.

Why?

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Golden Rule vs. Platinum Rule

When have I used the golden rule when I *should have* used the platinum rule?

What would have been done different?

What workplace situation can I apply the Platinum Rule to right now in order to get better results?

***“Treat others as **THEY**
wish to be treated.”***

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DIPP

Discover: Identify personal issues

Investigate: Identify ways to recognize when conflict is rising

Practice: Practice new methods of positive confrontation



Progress: Evaluate your new method of positive confrontation and brainstorm to improve communication skills even more

What are some of your "hot buttons?"

- 1.
- 2.
- 3.
- 4.
- 5.

How can you recognize them?

- 1.
- 2.
- 3.

What are some things you can do to counteract these feelings?

- 1.
- 2.
- 3.

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Pull Your Head Out of the Sand!

Write down two ways others might walk on eggshells with you (your hot buttons or triggers).

1. _____

2. _____

Write down two ways you can avoid walking on eggshells or positively deal with a conflict situation at work right now.

1. _____

2. _____
