

# Challenges to Your Authority and Boundaries



*How would you respond to these statements?*

1. Faculty Member: "I see Mark doing the same thing all the time. Are you having this conversation with him, too?"

You:

2. Business Manager: "There are stories I could tell about this unit."

You:

3. Faculty Member: "You know, if we can't work this out, I may be forced to go public."

You:

4. Staff Member: "I have a cousin who is an attorney."

You:

5. Senior Technician: "There's no telling what I could do if I go off my medications."

You:

6. Senior Faculty Member: "This is incredible; who would have guessed that the power would go to your head like this? Does the Dean [President] know you're doing this to me?"  
You:
  
7. Faculty Member: "Believe me, you don't want to see what I'm like when I'm angry."  
You:
  
8. Faculty Member: "Don't I have the right to do as I please in my free time? Last I heard, this was a free country."  
You:
  
9. Faculty Member After a Department Meeting About Equalizing Teaching Loads: "You're all ganging up on me because you know how fragile I am right now. I just can't take much more of this kind of treatment."  
You:
  
10. Graduate Student Complainant: "What do you think I should do in this situation?"  
You:
  
11. Faculty Member After Evaluation: "I thought you were my friend. Just where do your loyalties lie, anyway?"  
You:

# Conflict Self-Assessment



*Write a response to each of the statements below,*

1. What do you do well in difficult situations involving conflict?
2. What pushes your buttons? When do you lose it?
3. What have you seen others do well that you would like to learn how to do?
4. Where do you still need to improve?
5. How (specifically) do you plan to do that?



# Moving to the *And Stance*

*Inspired by and with permission from William Ury.*



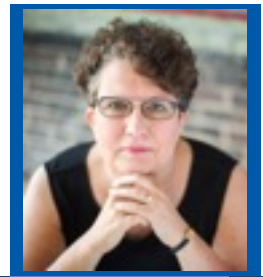
*Rephrase each of the following prompts to use "and" instead of "but" without changing the fundamental meaning.*

1. The first five pages are very good, but your organization and argument deteriorate after that.
2. I'd like to be able to grant your request for a day off, but we will be short-staffed that day already.
3. That sounds like a fascinating story, but I just don't have time to listen.
4. This really shouldn't be turned into a legal situation, but we don't have a good solution yet.
5. I really thought it was going to be a terrible night, but it was actually quite nice.

6. I'm very supportive of your candidacy, but I don't think I will be able to write a letter for you.
7. I did agree you could start looking at conferences, but not that many.
8. I have had terrible experiences with him in the past, but it sounds like a great opportunity for you.
9. I cannot agree with you, but you make a good point.
10. I appreciate your interest in the position but you don't meet our minimum requirements.
11. Thank you for your interest in my work, but I'm unable to accept your invitation.

# Evaluation

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*Please share your feedback.*

1. What topics had you hoped would be covered but were not?
2. Do you have any other suggestions, comments, or requests?
3. On a scale of 1(terrible) to 10 (wonderful) how would you rate this workshop?
4. Did you find the information in this program helpful?