



Adult
Message of the Week
COMMUNICATION SKILLS: RESOLVING TEAM CHALLENGES
AND GIVING FEEDBACK TO TEAMMATES

This week we are going to discuss how to resolve challenges and give feedback to teammates.

- 1) Be Unemotional – Logic and emotion are like oil and water...they don't mix. If you speak calmly and logically, chances are the other person will respond in turn.
- 2) Have a Solution in Mind – Before addressing any problem, have a potential solution. After you present your proposed solution, listen respectfully to other solutions presented by others. Try to see the value of both sides. Be flexible and willing to adjust.
- 3) Try To See The Other Person's View Point Before Expressing Your Own (We sometimes refer to this as "Seeking First To Understand And Then To Be Understood") – This is important because people can sense when you are trying to understand how they feel. This makes them much more receptive to understanding your position.
- 4) Don't Be Excessively Critical – Avoid bringing up unimportant details that really don't make a significant difference. This tends to make people defensive and never helps to resolve anything. This is another way that you can pick your battles.
- 5) Resist the Temptation to Argue – We all want to be heard, especially when we feel that we are right. But engaging in arguments is generally not productive. Either pick an appropriate time and way to state your case or choose to let the issue go if it really isn't important.

If you're in the position of the team leader, consider some strategies when someone on your team has a tendency to be excessively critical or argue. One option is to take the issue offline and handle it separately away from the group environment. Once you have the individual alone, you can address their concerns and invite them to share these critical remarks with you in private without negative exposure to the other members of the group.

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