
TEN TOOLS FOR TALKING ABOUT TOUGH ISSUES

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Times: January 26 11 a.m. -12 p.m, January 27 11 a.m. - 12 p.m.

Bio:

Elaine Froese is a high-energy encourager who farms in south-western Manitoba.

Elaine's passion is to help farm families intentionally design happy, healthy lives and businesses. As a certified family business coach she inspires families to plan for change, use tools to talk about tough issues and then act!

Elaine is a PHEc, with a conflict resolution certificate, and is a member of the Canadian Association of Farm Advisors and the Canadian Association of Professional Speakers. Audiences appreciate her common sense and light-hearted delivery style as seen in her Grainews column and her book "Planting the Seed of Hope."



Session Summary:

“You know the bull is in the middle of the living room”...so let's discuss the “Undiscussabull™”. Learn about your communication style, understand your age needs, and the factors that affect your family's business planning. If you are the founder, spouse, or adult child who seeks concrete common sense conflict tools, this is the session for you.

Plus, you'll have a lot of fun guessing which toy (tool) Elaine will pull out next! Do yourself a favour, and your family, come build some trust in your communication toolbox.

Ten Tools for Talking About Tough Issues.

Build relational capital. Understand if your communication style is action, process, idea or people oriented.

Discuss the undiscussabull™...tough issues. Make up your own pack of index cards for your clients or family issues that need to be discussed: fairness, trust, workstyles, retirement needs, keeping the farm intact, debt, holiday time, in-law relationships, etc.

Plan for Change..then act! Be intentional! You get to design what a good day looks like to you on the farm. Consider taking a conflict resolution course to gain better skills in managing conflict.

Recognize the emotional factors affecting planning: The founder is looking for a successor he can trust, and the adult children are looking for ownership and independence. Spouses need to have clear roles, and good self-care, especially if they are multiple caregivers. Use the undiscussabull™ cards to talk about what each generation feels, wants, and needs.

The ten tools for talking about tough issues are:

1. Take CHARGE...the bull by the horns

- Take responsibility for changing you. Only you change you.
- Change is inevitable, but growth is optional.
- Timeliness is key...greater options if time is with you.

2. Come from curiosity

- I'm curious about...don't be judgemental or defensive
- Identify your conflict style and possible triggers. Control anger.
- Seek common ground and make “requests”
- Clarify, seek information, do reality checking, brainstorm and move from positions to interest...What is important to you about that? (A position is a fixed solution usually stated as a demand in an attempt to resolve a conflict. Interests are underlying wants, needs, fears, hopes, and /or concerns which motivate us to take a certain position in a conflict. Interests reflect and are shaped by our values and priorities.)

3. ASK DEEPLY

- Balance the speaking and listening...ask open-ended questions
- Explain describing your own feelings and interests
- Be soft on the person and hard on the problem

4. Play with possibility

- Use a talking stick, have family business meetings.
- Avoid the downward spiral...be positive
- Don't pre-judge other's goals and dreams

5. Really LISTEN. “When I listen, people talk.”

- Build understanding through checking out assumptions
- Explore interests and feelings

6. Ponder and perk not prod.

- Digest, sift, and give yourself space and time to think.
- Consider the other's perspective.
- Ask “is there anything else?”



7. Cultivate Trust

- Build confidence in the relationship
- Walk your talk, accountability
- Culture of fairness, respect, commitment

8. Respect boundaries

- Clear roles...dad or boss? Family or business role?
- Guidelines for performance, jobs.
- Be clear about expectations

9. We all end up in a box. Boxed beef...coffin.

- Death will happen, come to terms with life, plan for it!
- Face the aging process...sustain emotional & physical health
- Reconsider your future

10. Extend the olive branch.

- Create the legacy of open communication and relationship
- Forgiveness to be able to move forward
- Pass on authority

www.cafanet.com Canadian Association of Farm Advisors

www.hudsoninstitute.com Coaching Website

www.farmcentre.com Canadian Farm Business Management Council. Go to this site and click on the webinar archives to view Elaine's Ten Tools Webinar at http://farmcentre.com/english/agriwebinar/webinars/archive_login.php. This website is also the spot where you can order “**Managing the Multi-generational Farm**” which has excellent information on communication and conflict management for farm families.

www.successtrategies.com is the site to obtain the CD “Only Pick A Fight You can Win.” By Shelle Rose Charvet. A really helpful resource in audio format.

www.agvisiontv.farms.com : click on the past shows link at the bottom, and then click “Seeds of Hope. December 4” to view Elaine's TV show about the Undiscussabulls™

www.mediationserviceswpg.ca Great training here on conflict resolution, based in Winnipeg, Manitoba. Contact them for sources of training in your area.

Reading List:

Planting the Seed of Hope by Elaine Froese. Go to www.elainefroese.com and hit products.

Why don't you want what I want? By Rick Maurer. Good information about resistance issues.

Managing the Multi-Generational Farm available from the CFBMC at www.farmcentre.com

Fierce Conversations by Susan Scott. A great book on digging deeper in conversation.

