



Empowering the Iowa Girl

Leadership. Culture. Character. Performance.



EXCELLENCE
WITH INTEGRITY

TOOLS®

CARE-FRONTATION FUNDAMENTALS

For positive, productive relationships in the quest for excellence, show

courage and compassion:

1 Attack the problem, not the person

Name the problem and what needs to be done differently or better. Care more to ***get it right*** than to ***be right***.

2 When in doubt, do it

Speak up sooner and more consistently—conflicts delayed and deferred turn little things into big things.

3 Use “I”-statements

Honestly and respectfully express your thoughts and feelings, focus on solutions, and show personal responsibility (e.g., “*I think we need ...; I propose we ...*”).

4 Avoid “You”-statements

Avoid blame, insult, and attacks, which tend to disrespect, divide, and distract, or shift responsibility (e.g., “*You caused this ...; You never do your part ...*”).

5 Seek win-win

Balance ***your*** needs and best interests (“*I want ...*”) and ***their*** needs and best interests (“*You want ...*”).

6 Own mistakes and missteps

It won’t always be smooth and perfect, so be ready to apologize, make up, and move on.

Adapted from David Augsburger, *Caring Enough to Confront*.

NOTES