

**You Can Run,
But You
Can't Hide!**

**American Association
of Orthodontics**

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Great
Dental Teams
Got Conflict? Want Harmony? We Can Help!

Conflict Resolution

**“Why can't I just
straighten teeth?!”**

Great
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***“I wish they’d
just get over it!”***

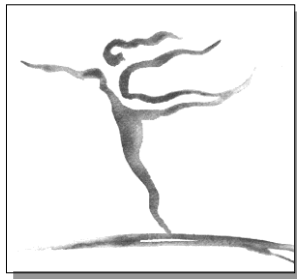
***“Do what I say or
you’ll get whacked!”***

**“Under pressure, we don’t
rise to the challenge,
we drop to our level of training.”**



Three Steps to Change

- 1 Awareness
- 2 Action
- 3 Consistency



“Conflict is a mind/body experience.”

- Thomas Crum, Author of “The Magic of Conflict”

Two Psychological Ways of Being

- 1 Reactive
- 2 Responsive

The Truth about Conflict:

- Conflict is inevitable
- Conflict is normal
- Conflict is healthy



5 Top Reasons for Conflict

- ① Personality clashes
- ② Poor communication
- ③ Trust broke down
- ④ Teamwork is lacking
- ⑤ Not meeting goals

The Big Question is:

***How are you going
to work with this?***

Take the Pledge!

The Pledge

*I, _____, do solemnly swear
to remind myself, every single day,
that my life is a gift!*

*I am brilliant, talented, gorgeous
and fabulous!*

*I hereby commit to the daily
maintenance of my peacekeeping
skills.*

I deserve it!

I am worth it!

I choose it now!

Handling Interpersonal Conflict:

- 1 Influence
- 2 Accept
- 3 Leave

Four Steps to Recalculating

- 1 Stop ("hello habit energy...")
- 2 Breathe (get centered)
- 3 Evaluate wisely (ask empowering questions)
- 4 Align Actions With Values

Five Questions to Increase Self-Understanding

- ① What am I thinking?
- ② What am I feeling?
- ③ What do I need?
- ④ What is my intention?
- ⑤ What is my desired outcome?