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"Courage doesn't
always scream.
Sometimes it is the
quiet voice saying,
"I will try again
tomorrow."



7 Steps to Deal With Conflict

Conflict is a part of life. It is inevitable and not always bad. Without conflict, things can become stagnant!

1. Accept the Conflict. Conflict is a natural phenomenon that occurs in all areas in your life. Acknowledge and deal with it, rather than avoid it.

2. Define the Conflict. You can't solve the problem if you don't know what it is! Defining the conflict provides everyone involved with the same starting point to resolve the conflict.

3. Meet in a neutral private space for an honest, constructive conversation.

Addressing conflict in front of others is uncomfortable for everyone.

4. Listen actively. Do not interject, interrupt or react. Allow everyone to share their thoughts before you speak.

This encourages people to articulate their points honestly.

5. Investigate independently. After speaking with those involved, take time to do some investigative work on your own to explore the situation in depth.

6. Discuss strategies for moving forward and reaching a common ground and common goals. Brainstorm and agree on ideas and a solution. Consider discussing ways that you can avoid similar conflicts going forward. Remember: *You may not be able to please everyone.*

7. Monitor the situation and evaluate it to see if the solution in place remains effective. Makes changes as needed and recognize that there may be different conflicts in the future that you never expected!!!

A Four-Day Workweek?!

Work-life balance has become increasingly valuable. **An idea gaining traction is the four-day workweek.**

This model means working four days a week as opposed to the traditional five. *Every company has different needs and the work schedule should reflect these needs.*

Some companies ask employees to work 10-hour days, others cut hours from 40 to 32.

Some grant everyone one specific day off, while others may implement a rotating schedule to cover the five days.

In 2022, 60 U.K companies did a six-month "trial run" of the four-day workweek. After six months, over 90% of the companies were so satisfied with the experience, they *continued* the four-day workweek after the trial.

How does this switch affect the overall performance and well-being of a company? The most obvious benefit is to the employees. In the UK trial, having one additional day off proved incredibly beneficial to overall employee morale. A whopping 71% of employees reported feeling less burnt out and nearly 50% were more satisfied with their job.

Perhaps unsurprisingly, every company in the trial saw fewer instances of quitting. Additionally, there was a drop in the number of employees calling in sick **AND ... the companies reported that productivity remained stable with revenue growing slightly.**

In short, as businesses continue to explore ways they can address work-life balance, the four-day workweek is worth considering.

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How to Increase Job Satisfaction

Job satisfaction is beneficial to the employees and the organization itself.

It helps reduce turnover, produces high levels of productivity, increases loyalty, strengthens organizational culture, and much more.

One of the ways an organization can improve job satisfaction is by including more personal participation. People will feel a sense of value, purpose, ownership, and empowerment by contributing thoughts and ideas to the company. Also, they are more likely to feel engaged and motivated in their roles because other people value their opinions.

The establishment of trust between employees and their supervisors is critical for job satisfaction. When employees believe that their supervisors trust them with important tasks and information, the significant emotions of happiness,

certainty, and contentment increase.

A sense of psychological safety is vital in the workplace. It causes stress levels to decrease and reduces the perception of risk among employees. This helps to create a positive work environment. Communication improves when there is trust between employees and supervisors. People feel safe! They are also more likely to feel comfortable sharing their thoughts and ideas. This leads to more effective communication and problem-solving and encourages a culture of continuous improvement!

As you can see, job satisfaction is interconnected to many critical factors in an organization. When people are satisfied, they feel better personally and are less tired at the end of the day. **In addition, when people are satisfied, they will contribute more to the success of your organization.**

DiSC Profiles of Biblical Women

The DISC model is a powerful tool that can help us understand our inclinations, as well as how to better relate to others whose styles that are different from our own. Each letter of the DISC model represents significant traits. The letter **“D”** indicates high levels of dominance and decisiveness, **“I”** indicates strong influence and interaction with others, **“S”** indicates lots of support and security, and **“C”** indicates conscientiousness and compliance. Knowing DISC can also help us identify different profile types exhibited by historical figures. This helps us gain a better understanding of how the behavior of each style may look. **So, let's analyze examples of the DISC styles of women in the Bible.**

“D”- Sarah is direct and authoritative - a strong leader who takes charge. When faced with a challenge, she accepts it and faces it head-on. She exhibits these problem-solving behaviors in Genesis 16. Sarah manages her problem by creating a plan of action and sticking to it. She even persuades others to join in and support her. Sarah is assertive and her powerful take-charge demeanor comes naturally to her.

“I”- Abigail is enthusiastic and engaging. She is persuasive and eloquent. In 1 Samuel 25, she takes the initiative in diffusing a stressful situation. She does this by making a good impression and verbalizing her thoughts and ideas articulately. In addition, she is sensitive to others and quick to offer encouragement.

“S”- Hannah, in Samuel 1, is patient and steadfast. She demonstrates this by persevering through the hardships in her life, despite her feeling hopeless and isolated at times. In difficult times, she seeks comfort and support from her loved ones. Though she may feel defeated, Hannah is always conscious and considerate of other's feelings. Even when she is faced with conflict, she remains compassionate and empathetic.

“C”- Mary is detail-oriented and analytical. When she is met with a confusing situation, she asks questions and thinks critically. She takes time to focus so that she can be thoughtful in her responses. Her behavior is deliberate and purposeful. She takes her responsibilities seriously and is careful to avoid silly mistakes.

These are just four of many Biblical examples of DISC behaviors.

Embracing Second Chances

Everyone makes mistakes! In fact, making mistakes can be a **good** thing if you learn from them and improve. **Each time we make a mistake, we are presented with an opportunity for change.** By shifting our perspective, we can begin to understand what isn't effective and we can make corrections. Though it takes practice, the ability to recognize these moments and take advantage of them is critical. When we understand how making mistakes benefits us, we also experience positive growth. *Let's explore a few ways we can begin to embrace our mistakes rather than be discouraged by them:*

Mistakes allow us to learn from the past. Mistakes teach us what works and what doesn't. We can accomplish tasks more effectively, and with greater accuracy, when we are aware of the things that hinder us.

Mistakes allow us to explore new patterns of thought and express creativity in ways we may not have previously considered. They create an opportunity for us to think outside of the box and

generate new ideas.

Mistakes allow us to build resilience.

They teach us how to "bounce back" from our failures and persist. Determination and motivation are skills that are valuable in all areas of life.

Mistakes allow us to help others. When we make an error and learn from it, we can share our new understanding with those who may ask and/or need to learn. Making mistakes can be uncomfortable, but others will appreciate the support and understanding you can give and get.

Mistakes allow us to shift our perspective. Making mistakes can make us feel defeated; however, when we view mistakes as growth, our mindset begins to shift to a more positive direction.

Mistakes allow us to realize our potential. Making mistakes builds self-efficacy and instills a sense of confidence in our ability to navigate challenging situations. We begin to trust ourselves and find assurance in the knowledge that we *can* persist and ultimately do better.

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Dr. Mimi Hull heads Hull & Associates, a team of trainers, speakers and consultants. A licensed psychologist, she has a master's in counseling and personnel services and a doctorate in psychology with specialization in business management from the University of Florida, Gainesville. Her B.A. in psychology is from Syracuse (N.Y.) University. Reach her at www.HullOnline.com or DrMimi@HullOnline.com.

Dear Dr. Mimi,

I work with a person who loves to constantly talk about political issues at the office. Their behavior and vocal stance on certain topics have made me uncomfortable. How can I address this issue?

—*Politically Uninterested*

Dear Politically Uninterested,

You have every right to feel uncomfortable in this situation. The office should be a “politics-free zone.” Tell the person that you really don’t want to discuss politics at the office and that each person is entitled to their beliefs. If they do not stop, I would speak to HR and take this up the chain of command.

—*Dr. Mimi*

 **by**
Dr. Mimi Hull

THE
corporate couch



Dr. Mimi Hull heads Hull & Associates, a team of trainers, speakers and consultants. A licensed psychologist, she has a master's in counseling and personnel services and a doctorate in psychology with specialization in business management from the University of Florida, Gainesville. Her B.A. in psychology is from Syracuse (N.Y.) University. Reach her at www.HullOnline.com or DrMimi@HullOnline.com.

Dear Dr. Mimi,

I have a co-worker who is extremely sociable and talkative to the point where it distracts me from getting my work done. How can I tell them I need to focus on my work without coming off as rude or unfriendly? I like them, but they just talk too much!

—*Distracted*

Dear Distracted,

Setting boundaries is an important skill that you must use in your work life as well as in your personal life. Politely, tell your co-worker that you have work to get done and don’t have the time to chat at this time. You can also say that you are able to talk more when you are on a break or at lunch. If it persists, you may have to be more direct and tell them that their behavior is impacting your ability to get your job done.

—*Dr. Mimi*