



## Leadership Matters

## DHS Leader Development Program

“People almost never change without first feeling understood.” – Douglas Stone



### Tip of the Month:

**Seeking options for your Cornerstone Continuous Development 12-hour requirement?**

Check out these Skillsoft courses:

#### Preventing Unhealthy Workplace Conflict

ID: [comm\\_39\\_a01\\_bs\\_enus](#)

#### Working Out and Through Conflict

ID: [comm\\_39\\_a02\\_bs\\_enus](#)

### News You Can Use

[The DHS Coaching Collaborative](#) – check out the Coaching Talent Bank and invest in your success!

Have you thought about a rotational opportunity? Go to the [Homeland Security Rotations Program](#).

Want to know more about Cornerstone, Keystone, or Capstone? Visit the [DHS Leader Development Program](#).

Did you know that the LDP identifies targeted development for [Team Members and Team Leads](#)?

Don't forget, seasoned DHS Leaders must complete [12 hours of Leader as Teacher "Give Back"](#) – write a blog, be a mentor, hold a brown bag lunch....

Questions? Contact your component [LDP Action Officer](#) or email [LeaderDevelopment@hq.dhs.gov](mailto:LeaderDevelopment@hq.dhs.gov).

### Got a minute (...or three?) Check these out!

[Stewart Levine: Conflict Resolution and Negotiation](#)



Video (3 minutes)  
[Bookid = 59424](#)

[Howard M. Guttman: Dealing with Conflict](#)



Video (3 minutes)  
[Bookid = 80843](#)

[Stewart Levine: Mindsets to Bring to Conflicts](#)



Video (3 minutes)  
[Bookid = 59427](#)

[The Elephant in the Boardroom: How Leaders Use and Manage Conflict to Reach Greater Levels of Success](#)



Book Summary (8 pages)  
[Bookid= 127893](#)

### Points to Ponder

“Learning” isn’t about a course – it’s about a course of action!

#### Successful Negotiations

**Step 1: Watch the Video** Conflict Resolution and Negotiation (Bookid = 104430)

**Step 2: Reflect on the Video** – Does the thought of conflict make you feel stressed out or tense? What can you do to hone your professional negotiation skills? How does the idea of negotiation as a win-win make you feel? How have past conflicts shaped the way you respond to troubling situations?

**Step 3: Ideas for Action** - Envision at least three different solutions to a problem you are facing at home or work. Practice negotiation. Aim for a win-win outcome. Agree on a process for resolving conflict – use the following as a starting point:

- Agree to participate in resolving the conflict.
- Be professional.
- Express the problem. Each party relates what is problematic from that person's perspective. Listen carefully.
- Acknowledge and reflect upon the other person's perspective. Paraphrase accordingly.
- Identify what is causing the problem.
- Focus on work issues and goals.
- Decide on the best approach and solution.
- Agree on a solution and a time to follow-up. If unresolved, agree to get others involved.

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### Real-World Quote

Highly effective leaders identify, understand and develop swift and smart resolutions to workplace conflicts, most of which demand some level of confrontation. Yet I've found many coaching clients dread confrontation, shifting the focus toward diversionary topics or simply turning a blind eye to avoid tough conversations. – Forbes.com June 2017

### Outcome

Improve knowledge and capability in the area of Conflict Management and Negotiation