



Wooster Young Professionals

# *Picking Wise Battles: Mountains & Molehills*



PROFESSIONAL DEVELOPMENT  
DELIVERED IN A **DOWN-TO-EARTH**  
MANNER

## Today's topics:

1. Mountains: the battles worth fighting in your organization
2. How to “fight fair” while building trust
3. Someone else's mountain might be a molehill for you
4. What to do about the molehills

When you've got a deep rage  
inside of you but you need to act  
nice because you are at work

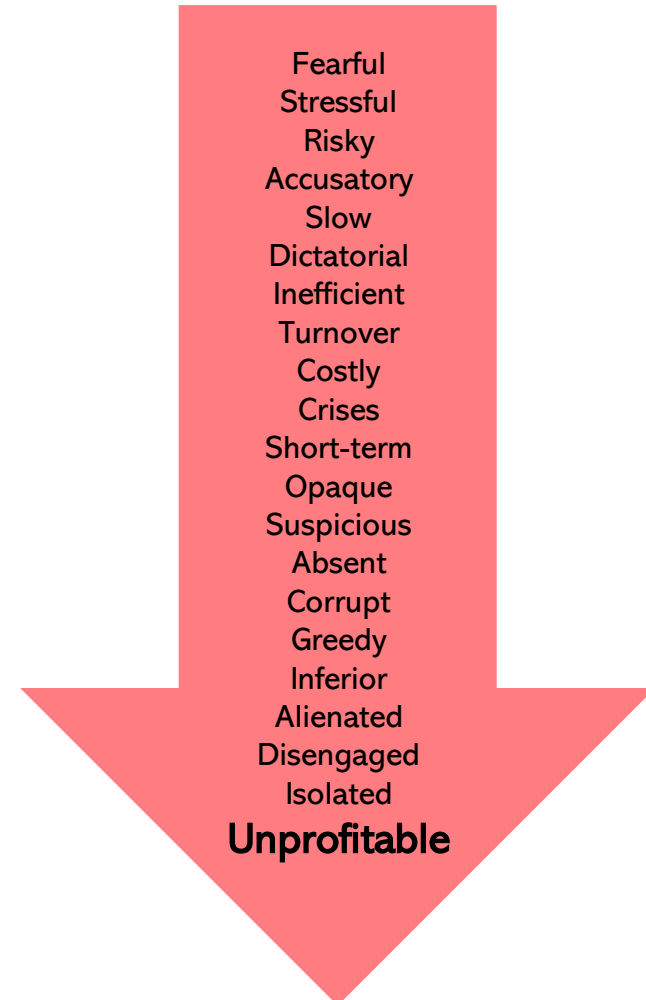


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# High Trust

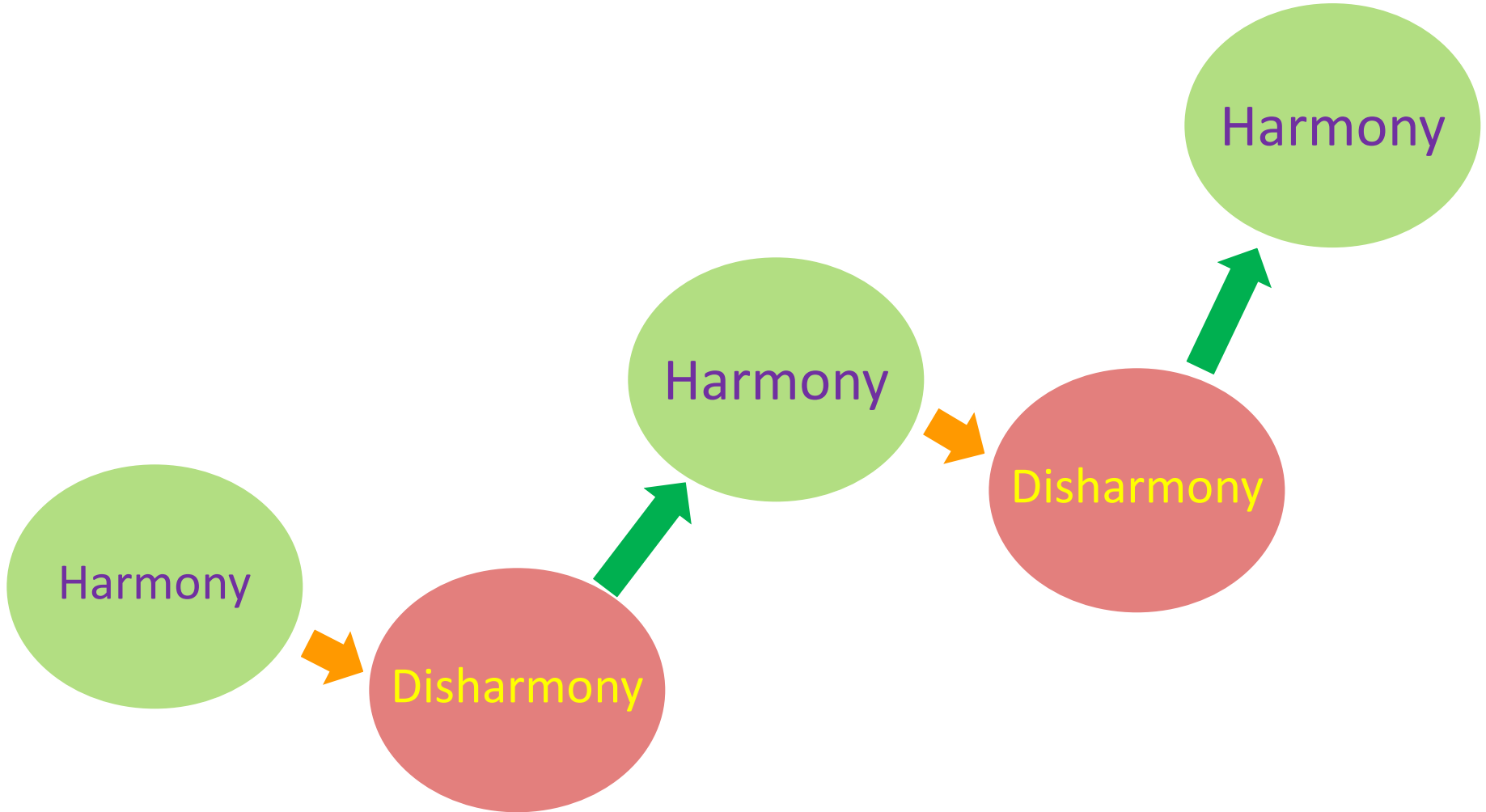


# Low Trust

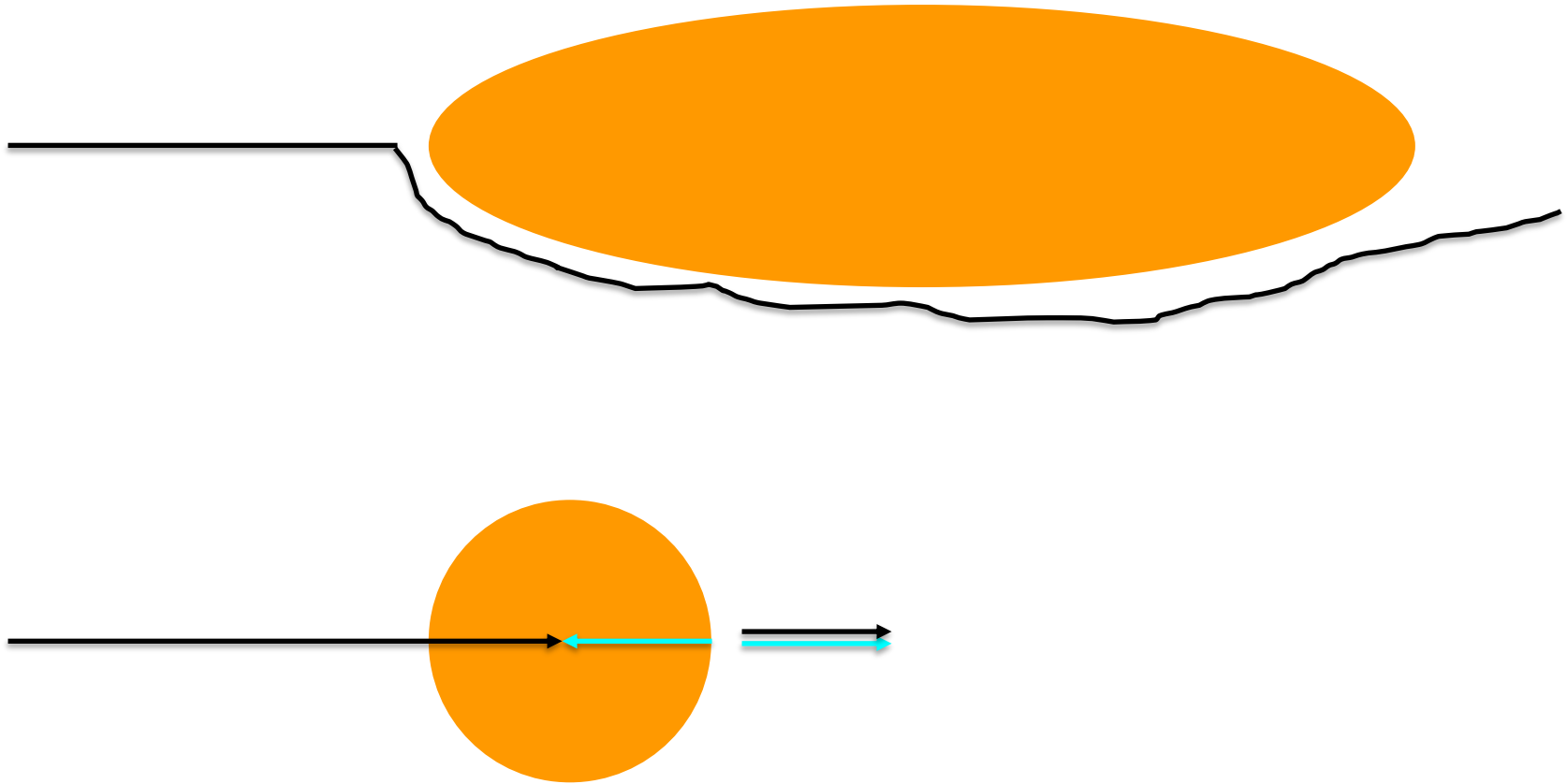


**Conflict is growth trying to happen.**

**- Helen LaKelly Hunt**



*The best way out is through*



# *Picking Wise Battles*





*Let's talk about the mountains first*



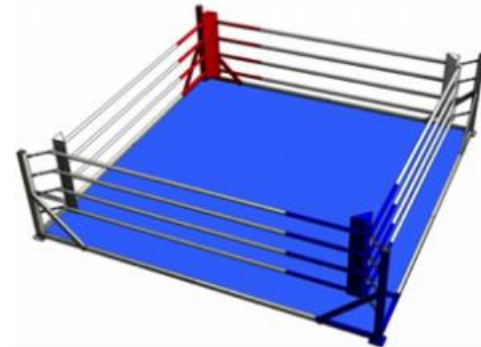
*In general, is this battle worth fighting?*

*Probably yes* *if it leads to...*

- Clarity/alignment
- Better results
- Happier clients
- Team harmony
- Speed/simplicity
- Consistency

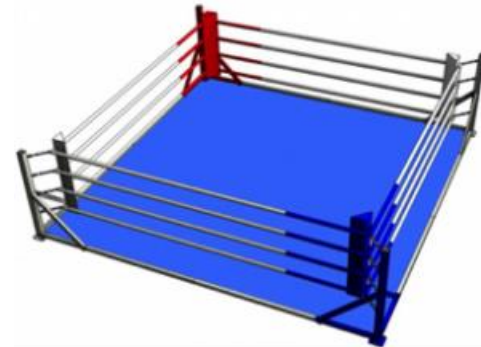
# ***10 battles*** *(almost always)* ***worth fighting***

1. When we're losing money, time, hassle, or mojo.
2. When people feel like robots.
3. When resistance to change goes underground.
4. When people don't know how a change affects them.
5. When a change doesn't match the culture.



# **10 battles** *(almost always)* **worth fighting**

6. When people are feeling overwhelmed.
7. When turf seems to trump team performance.
8. When apathy is taking root.
9. When leadership credibility is sliding.
10. When permanent heroes or villains emerge.





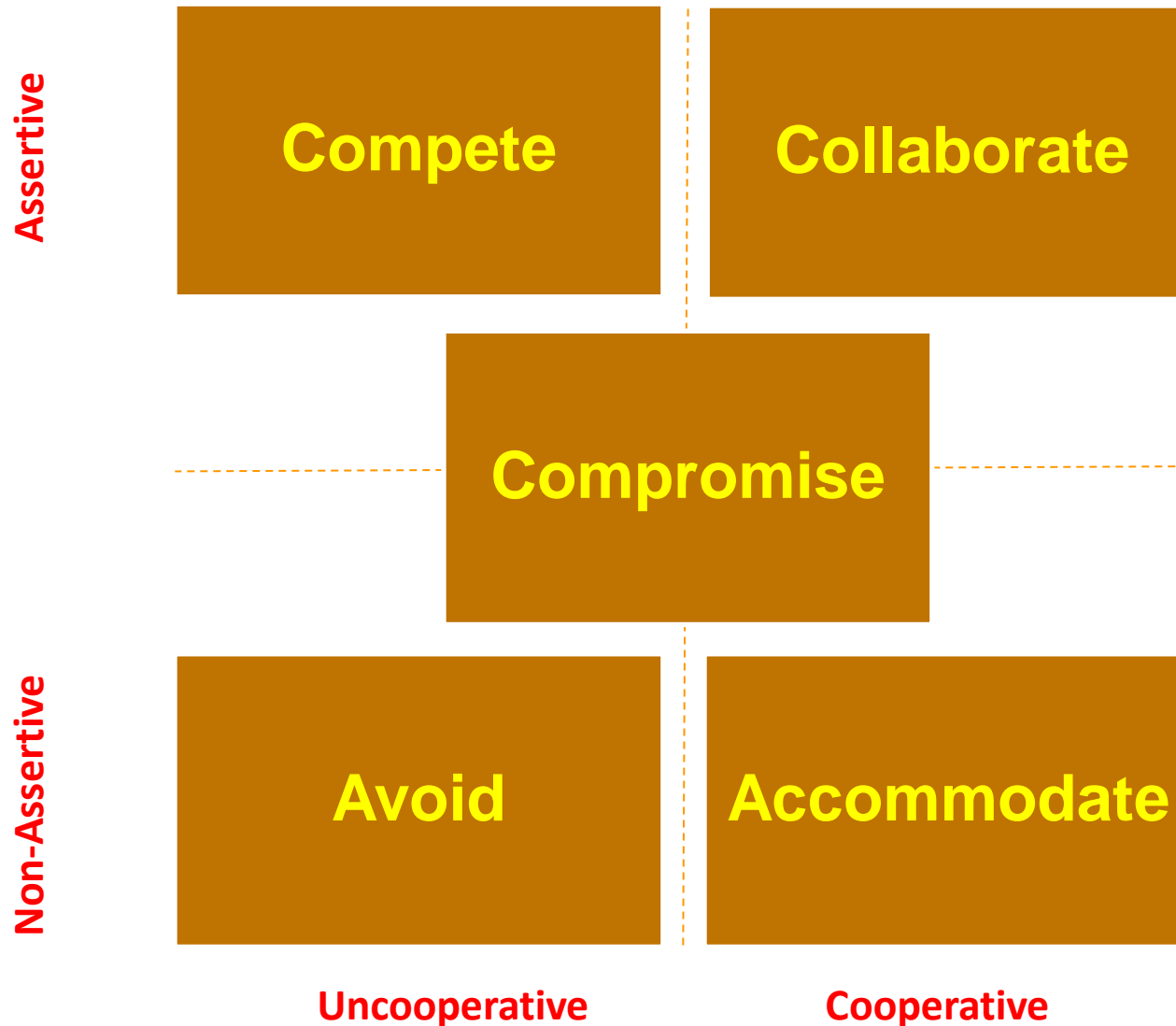
Questions?

**A few words on “fighting fair”...**

# Trust Bank Accounts



# 5 Conflict Handling Modes





***“What I see”***

*Switching gears: Dealing with molehills*



# *Detachment (with love)*

- Used: when it's someone else's issue.
- Responding with choice rather than reacting with emotion.
- We don't whine, beg, ridicule, embarrass, nag, scheme, control, punish, manipulate, scold, threaten, coerce, bribe, or gossip.
- Admit that we can't stop people from doing things if they choose to continue.
- Accept our powerlessness to control others.

## ***Detachment (in choosing battles)***

- I am responsible for my own welfare.
- I care enough to allow others to face the consequences of their choices & behavior.
- *What are my needs beyond those of the other person?*
- *How can I take care of myself even if the other person chooses not to change?*
- My decisions are not based on the desire to control others.

# *Keep Calm and Detach*

## Illustration

- As parents we set limits for our children even when this angers them.
- We **detach** by:
  - Keeping our cool,
  - Looking past the children's immediate emotional reaction,
  - Choosing what we think is best over the long term.

# *Keep Calm and Detach*

## Exercise

- Your officemate has a habit of speaking too loudly on the phone. You've asked her politely to stop but it keeps on happening.
- You've decided it's a molehill but yes, it's frustrating.
- How might you detach (with love)?

# *Acceptance*

## The Anti-Resentment Prayer

*Lord, help me to forgive those who sin differently than I do!*

# *Acceptance*

- Admitting that there are **certain people and situations** over which I am totally powerless.
- As I practice acceptance, those things begin to lose their power over me. I gain serenity!
- People have the right to learn from their mistakes, **without** my interference or help!
- Acceptance does not mean that I **like it, condone it, or ignore it.**
- I accept that I am powerless to do anything about it.

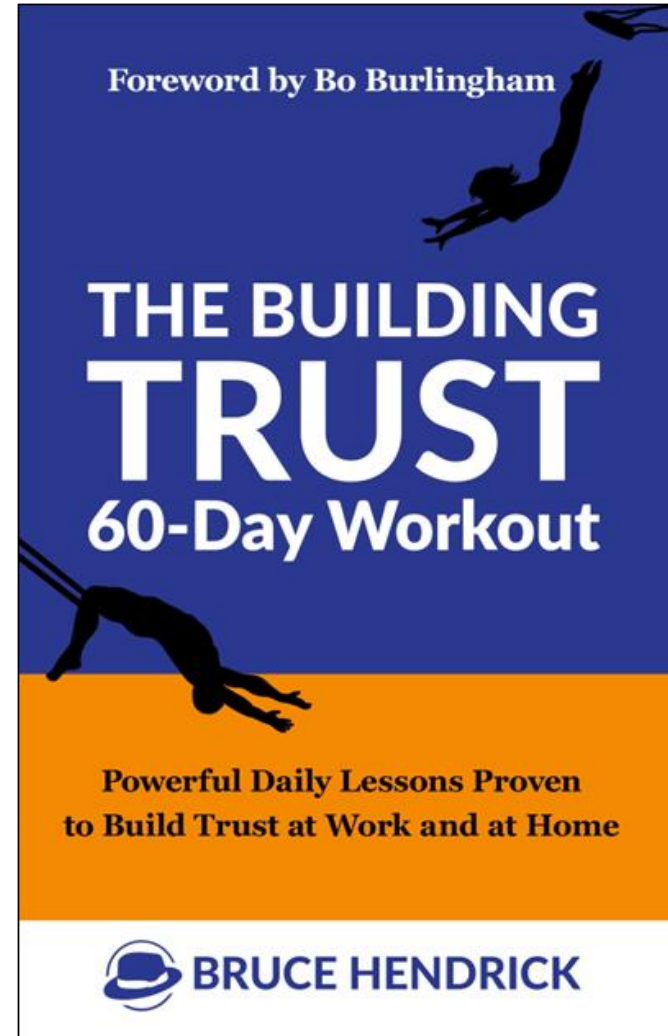


**The best time to plant a tree is 20 years ago.**

**The second-best time is today.**

**- Chinese proverb**

Questions  
?



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# The Building Trust Proven Process

**Choose a Pathway**

- Meet to identify trust-related, team, or leadership needs.
- Listen, probe, and challenge.
- Complete self-assessment (optional).

