

# WHEN YOUR INITIAL RESPONSE DOES NOT WORK...

If you are in a situation and you feel like you have exhausted all of your options, consider this menu of ideas:



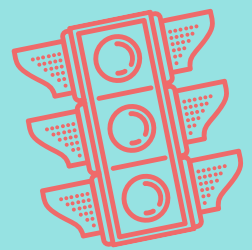
## GET HELP FROM OTHERS

Seek an expert. Do you need additional tools for conflict resolution or support from someone outside your team?



## HAVE A HARD CONVERSATION

Ask yourself: what do I want for myself? What do I want for others? What do I really want for the relationship? How would I behave if I really wanted these results?



## SET BOUNDARIES

You have a responsibility to create a safe space for your team. How are you building capacity in reflection?



## IDENTIFY EXTERNAL RESOURCES

You may need to make suggestions to enlist external resources or supports. Recognize that this may be difficult for the team member to hear and accept.



## BUILD CULTURE

Spend the majority of your time on the individuals who are willing to shape a healthy culture.



## HAVE HOPE

When you are in a leadership position you have great power to influence the work in your building. Is your leadership inspiring hope in others?



## KEEP LEARNING

You are responsible for your own learning and the learning of your team. How are you modeling continuous professional learning and a growth mindset?



## KNOW WHEN TO GO

When you have tried your resolution strategies and a situation remains dysfunctional you may have to consider letting go.

