



# POSITIVELY DERAILED

Thoughtfully navigating forward

MANITOBA'S CONFERENCE FOR LEADERS | MAY 16, 2023 | PRESENTED BY QNET

## Thoughtfully Navigating Forward: A Culture of Kindness

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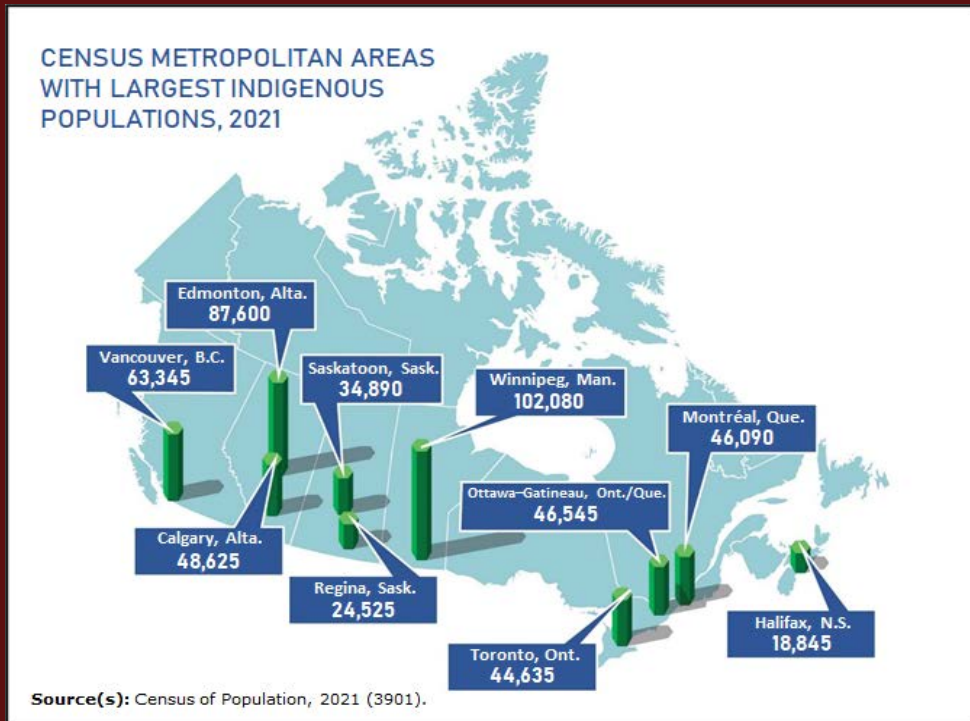
TC TRAINING SERVICES  
TANYA CLARKE-MARINELLI

# EMPOWERING LEADERS



Thoughtfully Navigating Forward:  
A Culture of Kindness

# INDIGENOUS REPRESENTATION



“..isn’t an act of pity,  
it’s Canada going  
through a process of  
healing itself”

- Kevin Lamoureux

# WORKSHOP AGENDA

## CONSCIOUS KINDNESS

### TAKEAWAYS

Alleviating toxicity in the workplace. Address conflict when it happens.

### TANGIBLE TOOLS

How to become aware when we are offended

### EMPOWERING LEADERS

When you do address conflict it creates a healthy workplace

How to fix conflict

Confidently approach someone we have a conflict with

Identify when professional help is needed

# TOPICS COVERED

01

## ➤ CONFLICT CYCLE

Earliest childhood memory

02

## ➤ ABCs ACTIVITY

Aware of how we communicate

03

## ➤ LATERAL VIOLENCE TO LATERAL KINDNESS

Shifting from judgment to curiosity & kindness



# MOOSE IN THE ROOM



# CONFLICT CYCLE

## BELIEFS ABOUT CONFLICT

- Conflict is bad.
- A good person doesn't rock the boat.
- Good Relationships don't have conflict.
- Working means verbal/physical aggression. Working out conflict take too much time.
- I must win.
- I won't be liked if I raise objections.
- Involving others in the decision takes too much time.
- If I give in, I'll appear weak. Conflict is normal.

## CONFLICTS OCCURS

- Pretending nothing's wrong.
- Venting to someone.
- Smiling no matter what.
- Striking out at others.
- Striking out at the source.
- Rebuilding oneself.
- Becoming sarcastic.
- Silent seething.
- Discussing with an authority figure.
- Discussing with the person.
- Reflecting/journaling.

## RESPONSE



## CONSEQUENCES

- Stress Relief
- Escalation
- De-Escalation
- Better or poorer relationship
- Hurt feelings
- Increased confidence
- Change in self-esteem
- Anger
- Shame



REMEMBER  
YOUR  
EARLIEST  
CHILDHOOD  
MEMORY



How does it contribute to  
how we respond or react to  
conflict today?





# ABCs EXERCISE

Being aware of  
how we  
communicate  
makes us 100%  
responsible for  
how we address  
conflicting.



A

B

C

DOG

# STYLE Pros and Cons to ABC Exercise

No one style is the best. Each style has pros and cons.

## ❖ Neighbor A

- **Pros:** Ruggles, no feathers, gets along with everyone. Picks their battles.
- **Cons:** Might eventually “blow up” to a degree disproportionate to the problem. Doesn’t get needs met. Health risks.

## ❖ Neighbor B

- **Pros:** Might get the message across without offending others.
- **Cons:** Might not get any message across. In some ways, being B can seem underhanded.

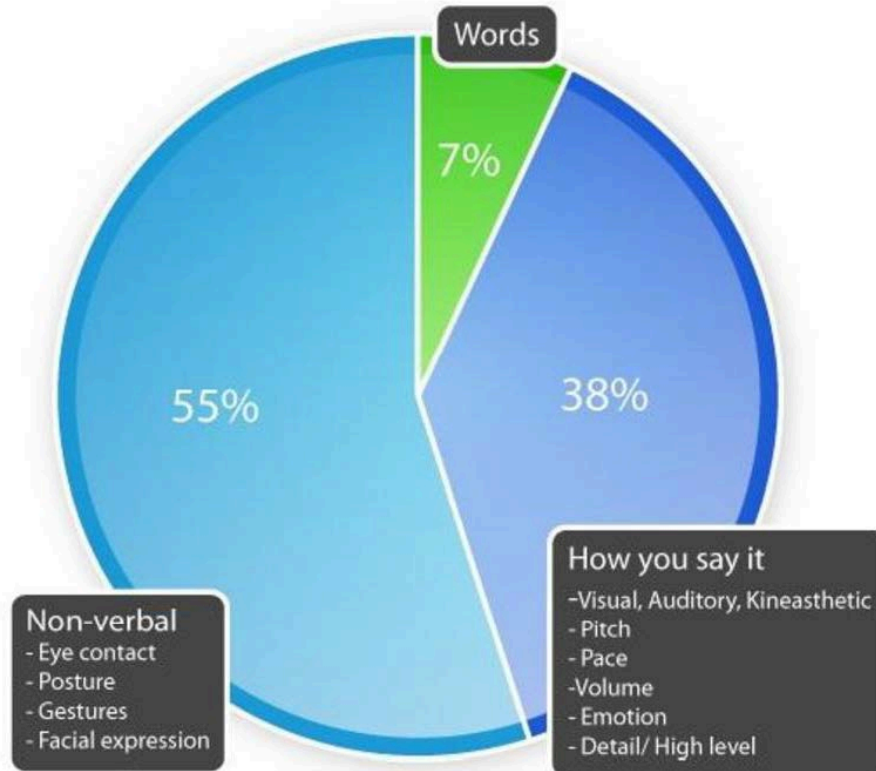
## ❖ Neighbor C

- **Pros:** Gets needs met immediately. It is not necessarily aggressive.
- **Cons:** Others may perceive it as aggressive, significantly if it raises concerns too much.

7% of all communication is **verbal**

38% of all communication is **tone**

55% of all communication is **body language**





“Your communication with others  
will instantly improve.”



# Lateral Violence

## What is Lateral Violence?

***Any action that is meant to deliberately demean or harm a person's self-image by ridicule, manipulative action, or harmful behaviour in the workplace by one employee to another***

## Why Does Lateral Violence Happen?

- Lateral violence happens when individuals who have endured oppression suppress feelings such as anger, shame, and rage.
- These feelings manifest in behaviours such as jealousy, resentment, blame, and bitterness, and they are directed toward their co-workers.
- As many of these people have been victims of abuse, these behaviours are usually used to manipulate, dominate, control, and diminish others (unresolved issues).



# Lateral Violence Characteristics

- ❖ Spreading rumours
- ❖ Sabotage
- ❖ Passive-Aggressive behaviours
- ❖ No respect for Lines of Authority
- ❖ Policy Infractions
- ❖ Lack of Accountability
- ❖ Blocking requests for a promotion, leave, or training
- ❖ Failing to respect the privacy
- ❖ Creating chaos
- ❖ Breaking confidences
- ❖ Mobbing or ganging up on others
- ❖ Complaining to Peers
- ❖ Withholding Information
- ❖ Constantly changing work guidelines
- ❖ Not giving enough work so the individual will feel useless





kindness

## ➤ What is Lateral Kindness?

A new movement is taking a strength-based perspective to focus on lateral kindness instead of violence. An aspect of lateral kindness involves focusing on the positive rather than the negative ones. Whenever someone does something positive, it is recognized, they are elevated, and they are supported. Lateral kindness involves returning power to individuals.





# Lateral Kindness

What's wrong with you?

What happened to you?

Shift from judgement to curiosity and kindness





# CLOSING FULL CIRCLE

01

## ➤ CONFLICT CYCLE

Understanding how our experiences impact how we view conflict today.

02

## ➤ ABCs ACTIVITY

Our responsibility is to adjust our conflict style to communicate effectively with others.

03

## ➤ LATERAL VIOLENCE TO LATERAL KINDNESS

We do not know what others are carrying.



# Message Board

What can you offer  
as a lateral kindness  
message?



liberation  
experiential  
educational  
feminist  
independence  
respect development decision  
uplifting trust making

# THANKS



DO YOU HAVE ANY  
QUESTIONS?

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