

HEAL Skillshare #1

by The HEAL Project | heal2end.org | @heal2end

Conflict Resolution

- **Aspects of Functional Conflict Resolution:**
 - Clear Communication
 - Understanding differing viewpoints and values
 - Fostering emotional intelligence
 - Dealing with conflict in the moment
 - Giving and receiving constructive criticism
- **Five approaches to resolving conflict:** avoiding, accommodating, compromising, competing, and collaborating
- **Develop better conflict resolution skills by:** actively listening, identifying specific points of disagreement, expressing your own needs clearly, viewing conflict as an opportunity for growth.

Burnout

- **Burnout** is a multi-faceted state of mind that manifests with emotional, mental, and physical symptoms. It is generally caused by prolonged and repeated emotional stress.
- **Symptoms of Burnout:**
 - Emotional symptoms
 - Physical symptoms without a particular cause
 - Neglecting your own needs
 - Problems with work boundaries
 - Lack of interest
 - Self doubt
 - Feelings of worthlessness
- **Preventing Burnout:**
 - Rediscover your purpose with work
 - Perform a job analysis
 - Time Management and Prioritizing
 - Use stress management techniques
 - Prioritize self care practices
 - Create boundaries around work

Perfectionism

- **Definitions of Perfectionism:**
 - Striving for one ideal
 - Striving for being the most perfect you, you can be
 - Striving for perfection in what we create
- **Perfectionist Behaviors:**
 - Setting demanding standards
 - Fear of failure and making mistakes
 - Avoiding conflict
 - Experiencing impostor syndrome
 - Controlling behaviors
 - Procrastinating
- **Combating Perfectionism:**
 - Develop a culture of appreciation
 - Develop a learning organization
 - Look at mistakes as an opportunity to learn
 - Separate people from their mistakes
 - Speak well about the work before offering specific, concise criticism
 - Be conscious of patterns of perfectionism

Main Takeaways

- **Sharing** how we can support each other should help prevent burnout and perfectionism
- **Holding** each other accountable
- **Taking** care of ourselves
- **Learning** and improving
- **Working** on trust
- **Approaching** conflict with compassion AND **Knowing** that conflict is deepening of knowing and building trust