

CPI Quick Note - Tips to Avoid Power Struggles

Remember there are no winners in a power struggle – least of all you. You don't have to attend every power struggle you are invited to!

Remain Calm

- Do not over react
- A power struggle requires 2 people

Disengage

- Do not give attention to minor “behaviours” such as tone of voice, eye rolling, mild cursing etc
- An individual may be engaging in too many things staff dislike to include all of them in a behavior management plan.
- Thus, target only a few important behaviors, rather than trying to address everything

Address concerns privately, if possible

- This can work towards avoiding future power struggles
- Can avoid the “audience factor”

Active Listening

- Stop what you are doing
- Make eye contact
- Nod
- Don't interrupt

Validate feelings

- Say things like , “I can tell you feel frustrated”

Stick to the facts

- Make your point, factually and briefly
 - o i.e. Tacos are not on the menu for tonight, we can have them next week
- Do not repeat yourself unnecessarily
- Consider if it is necessary to even say anything

Be consistent

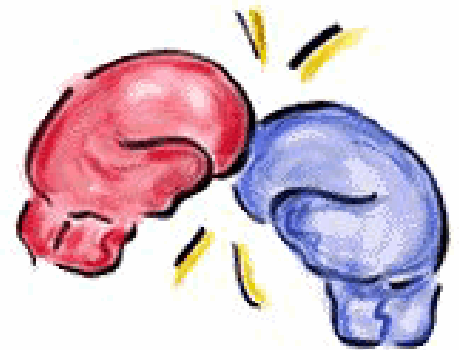
- Once a decision is made (Tacos are not on the menu tonight) stick with it

Use humour (wisely)

- Humour can often deescalate a potential power struggles but care must be taken not to offend
- Avoid sarcasm

Don't push your luck

- If the person has reluctantly agreed to follow expectations but is “sulking”, whining, or complaining (but following through anyway) resist the temptation to have the last word – do not comment on the complaints or whining *just move on!!*



AND MOST IMPORTANTLY - Don't take it personally!!!