

Lead, Adapt, Resolve

The Best of #SIALeadToAchieve



Inspiring Dreams

49th SOROPTIMIST
INTERNATIONAL OF THE AMERICAS
Biennial Convention

SOROPTIMIST INTERNATIONAL OF THE AMERICAS, INC.®

Chari Grant

2022-2024 Region Governor

Western Canada Region

SI/Tri-Cities (Metro Vancouver)

27+ year Soroptimist

Soroptimist Leadership Fellows Program Graduate

Led Dream It, Be It sessions for 200+ girls in Kenya (Oct 2024)





Conflict

Change

**Difficult
Conversations**

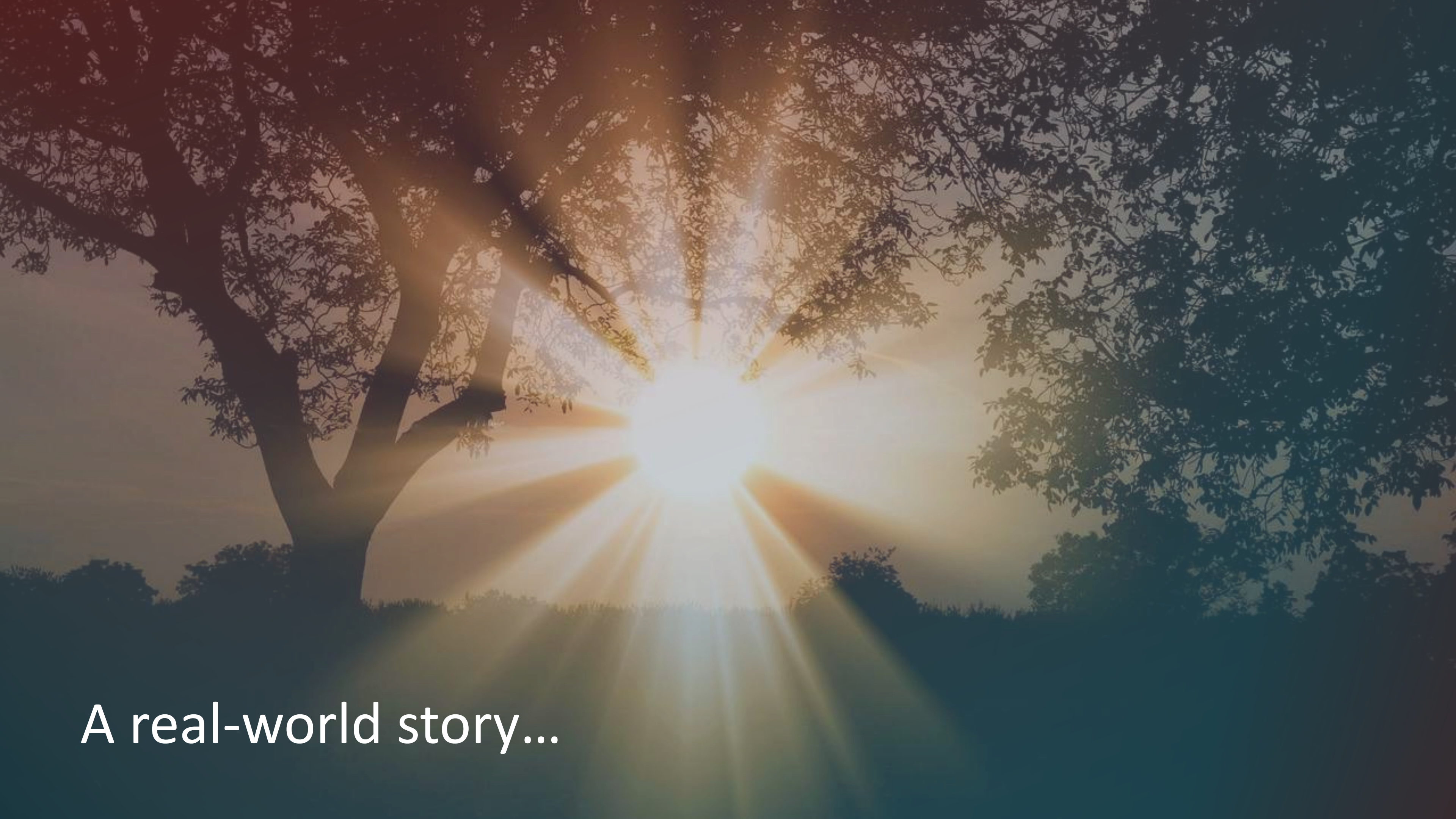
Embrace adaptability

Reframe difficult conversations

Resolve conflict constructively



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A low-angle photograph of a large tree with the sun shining through its branches, creating a dramatic lens flare effect. The sun is positioned in the center-right of the frame, with bright rays emanating from it, partially obscured by the dark silhouettes of the tree's leaves and branches. The sky is a pale, hazy blue, and the foreground shows the dark silhouette of the tree's trunk and lower branches.

A real-world story...

Adopting new
processes or tools

Supporting change
while managing busy
personal lives

Bringing others along
– even when
emotions run high



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Adaptability

1. Know Your Change Style - *Be a Student*



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Adaptability

1. Know Your Change Style - *Be a Student*
2. Manage Emotional Responses - *Find the Good*



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3. Focus on What You Can Control - *Practice Acceptance*



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Adaptability

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3. Focus on What You Can Control - *Practice Acceptance*
4. Normalize Learning Through Mistakes - *Learn and Move Forward*



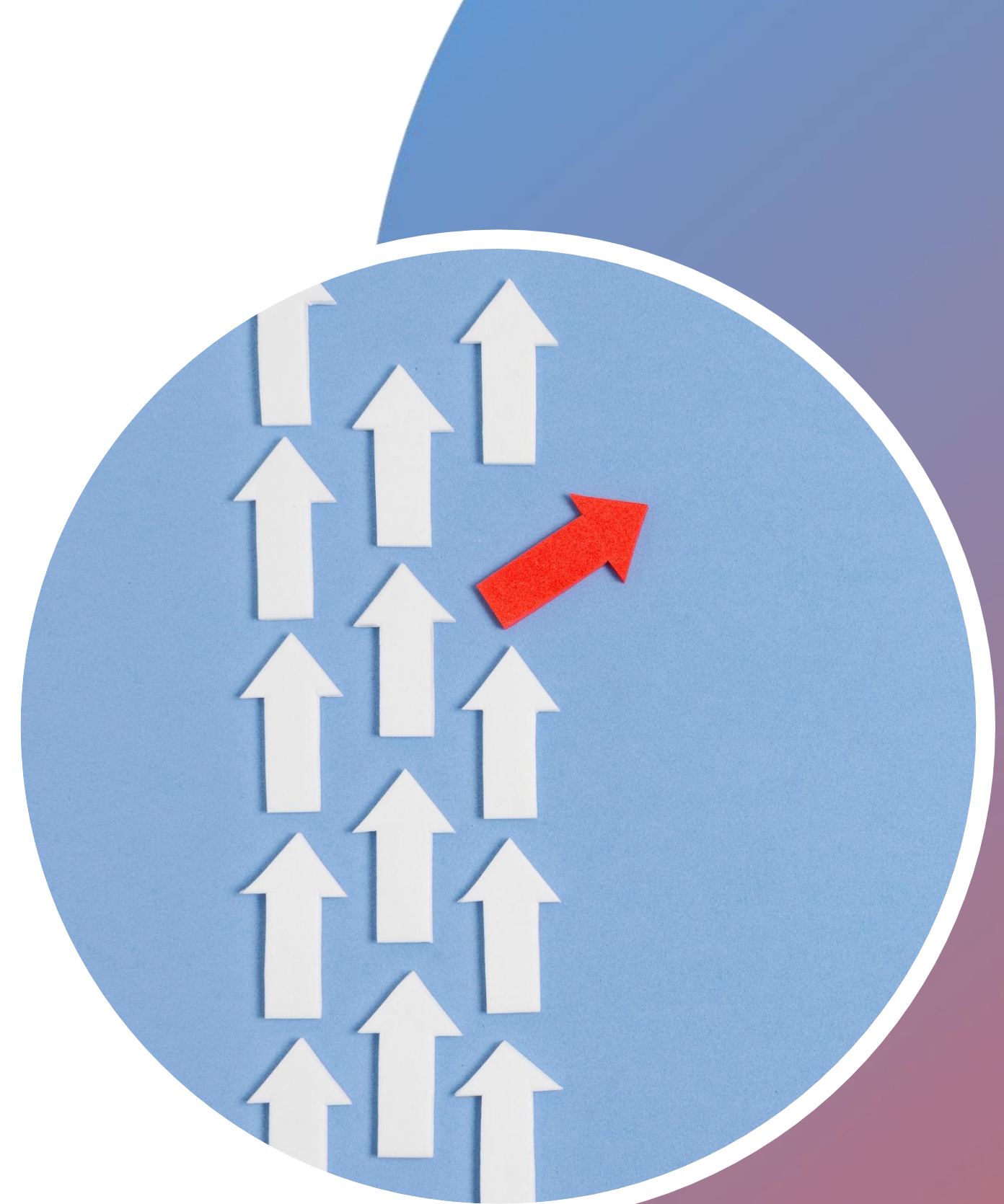
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Change Scenarios

A new program or initiative rollout.

What is your immediate emotional response?

- I'm excited and ready to get started.
- I want to understand the “why” and details first.
- I focus on how it will affect members and relationships.
- I feel cautious and prefer proven approaches.



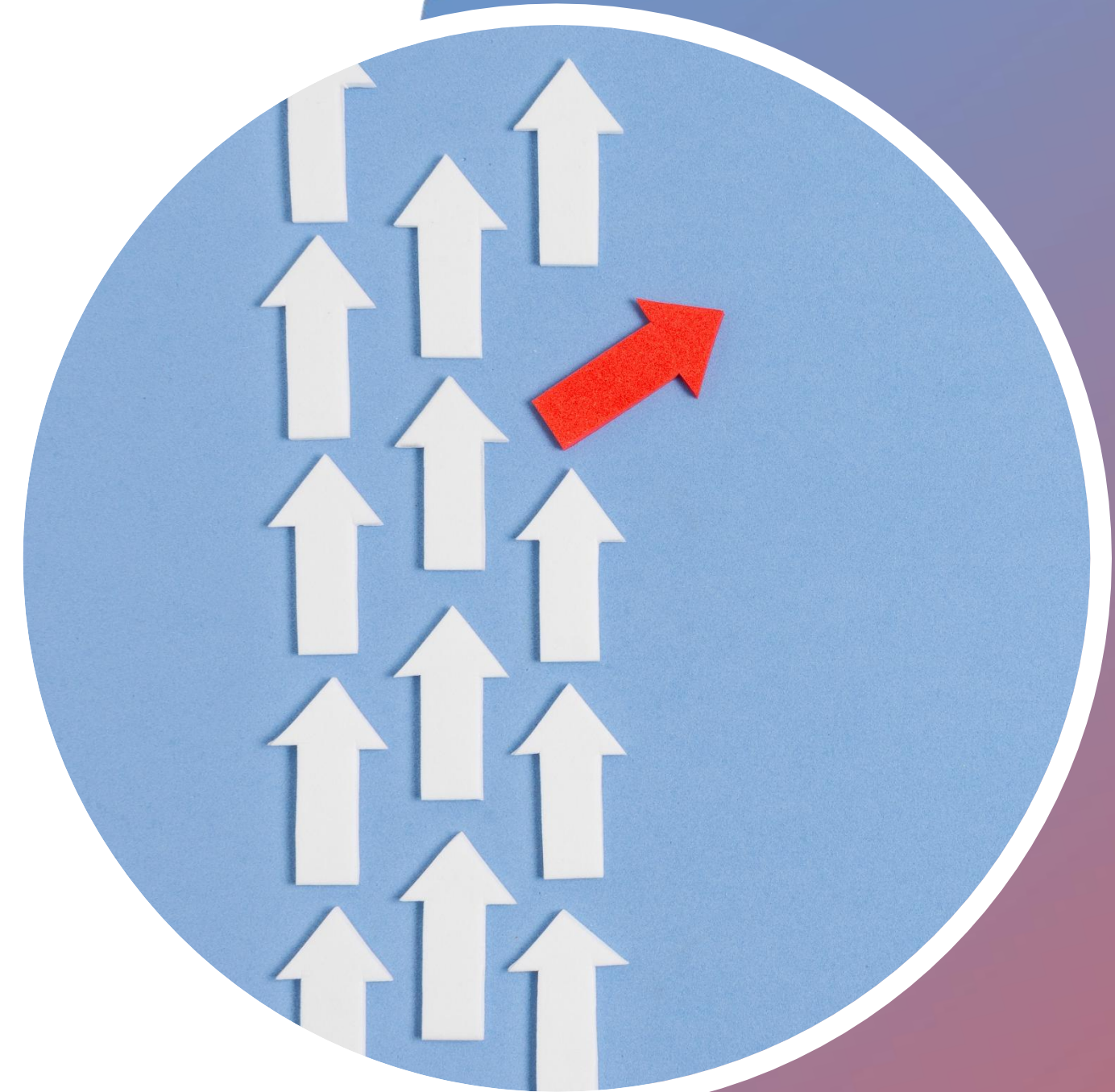
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Change Scenarios

New technology or system adoption.

What is your comfort level when technology changes?

- Very comfortable
- Somewhat comfortable
- Neutral
- Somewhat uncomfortable
- Very uncomfortable



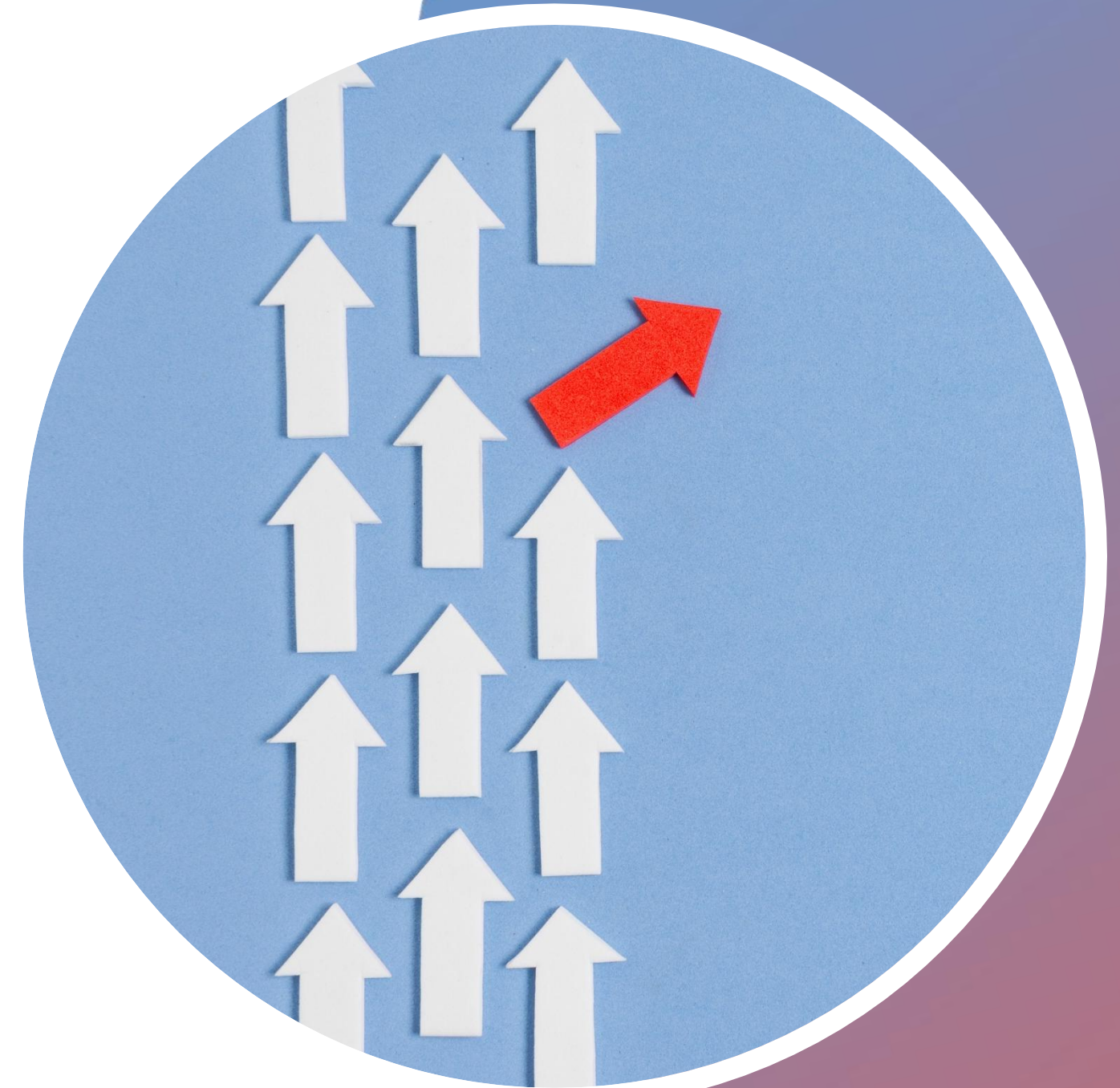
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Change Scenarios

Feedback or course correction.

How do you typically react to setbacks or criticism?

What would “moving forward” look like here?



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Adaptability

- Be a Student
- Focus on What You Can Control
- Offer Patience and Grace
- Treat Missteps as Learning

Increase Your Personal Adaptability

- Ask more questions
- Pause before reacting emotionally
- Focus on what I can control
- Be more patient with others' change styles
- Reframe challenges through the mission



Productive Difficult Conversations

Difficult conversations aren't a sign that something is wrong.

They're often a sign that people care.

When we avoid them, issues grow.

When we lead them well, relationships strengthen.



Productive Difficult Conversations

1. Listen Actively



Productive Difficult Conversations

1. Listen Actively
2. Don't Repeat Yourself – Clarify Instead



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Productive Difficult Conversations

1. Listen Actively
2. Don't Repeat Yourself – Clarify Instead
3. Be Mindful of How You Show Up



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Productive Difficult Conversations

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2. Don't Repeat Yourself – Clarify Instead
3. Be Mindful of How You Show Up
4. Stay Open-Minded and Don't Take It Personally



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Productive Difficult Conversations

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2. Don't Repeat Yourself – Clarify Instead
3. Be Mindful of How You Show Up
4. Stay Open-Minded and Don't Take It Personally
5. Focus on Interests, Not Positions



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Productive Difficult Conversations

1. Listen actively and reflect
2. Clarify instead of repeating
3. Be mindful of tone and body language
4. Stay open-minded and don't take it personally
5. Focus on interests, not positions

Listening Activity

Listen to Understand

1. Find a partner near you.
2. Person A shares a real but low-risk frustration.
3. Person B may not interrupt, offer advice, or agree/disagree.
4. Person B reflects back what they heard in their own words.
5. Person A confirms or clarifies.
6. Switch roles.



Listening Activity

Listen to Understand

What did it feel like to be listened to without interruption?

How did reflecting back change the conversation?

What was harder – talking or listening?



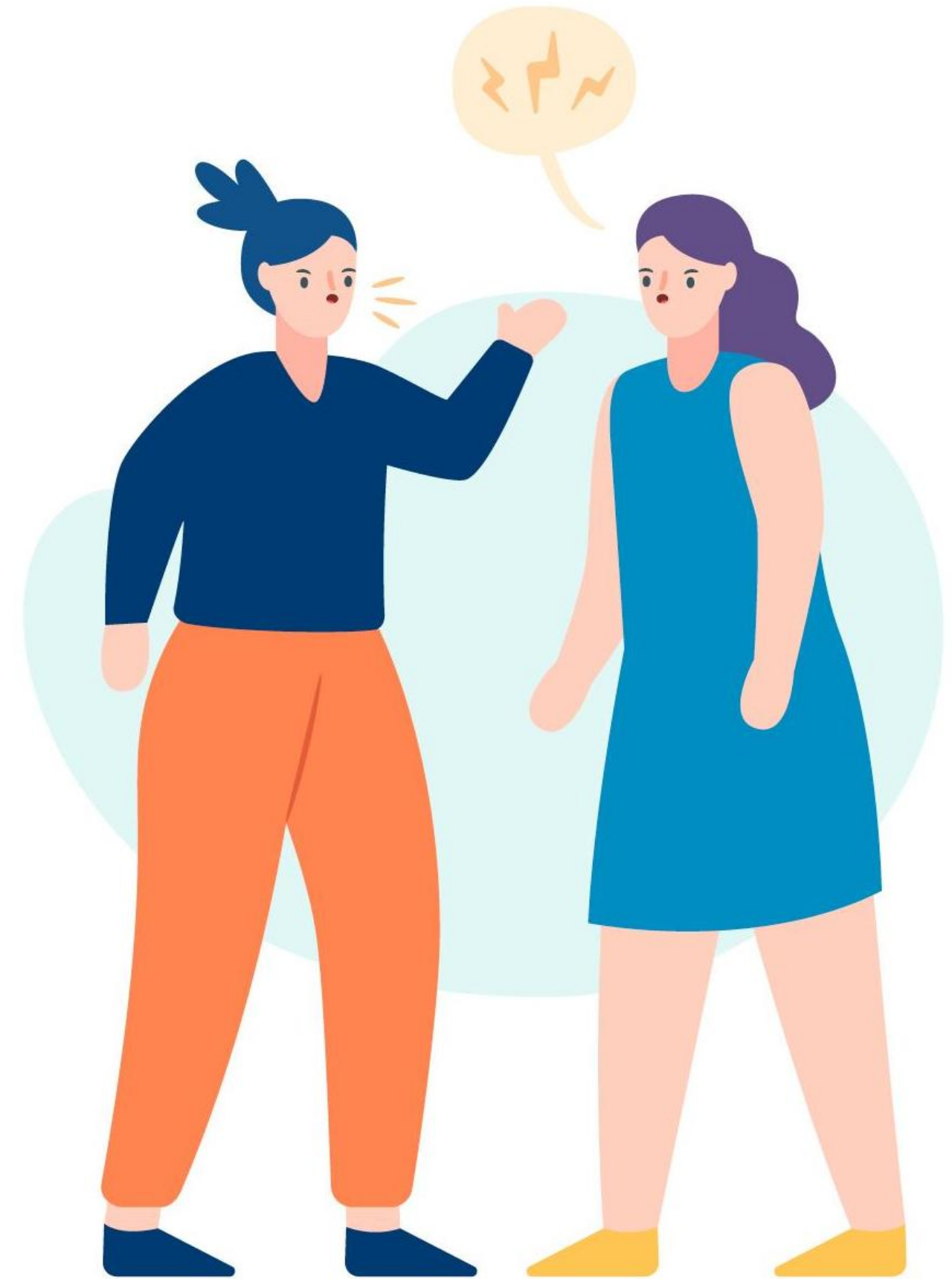
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Resolving Conflict with Confidence

Conflict will arise!

When it goes unaddressed:

- Strain relationships
- Drain volunteer energy
- Slow progress toward our mission



Where does conflict begin?

- Unclear roles or responsibilities
- Different communication or leadership styles
- Competing priorities and limited volunteer time
- Feeling unheard, undervalued, or excluded from decisions
- Assumptions made instead of conversations had



Strategies for Conflict Resolution

1. Set the Stage for Resolution



Strategies for Conflict Resolution

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2. Consider Different Perspectives and Seek Agreement



Strategies for Conflict Resolution

1. Set the Stage for Resolution
2. Consider Different Perspectives and Seek Agreement
3. Identify Solutions and Develop an Action Plan





Conflict Resolution

1. Set the stage
2. Consider different perspectives
3. Identify solutions and a plan

Group Role Play

Setting the Stage for Resolution

1. Form a group of 3-4 people.
2. Assign roles:
 - Speaker
 - Receiver
 - Observers
3. Scenario: Volunteer feels underutilized or overlooked.
4. **Speaker** opens the conversation
5. **Receiver** listens
6. **Observers** should note:
 - What worked well?
 - What language felt effective?



Group Role Play

Setting the Stage for Resolution

1. What opening lines helped lower tension?
2. What language communicated confidence without sounding confrontational?
3. How did setting the stage change how the conversation felt?



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Thank You!

Embrace adaptability

**Reframe difficult
conversations**

**Identify common
sources of conflict**

