Creating a Culture of Compliance by Influencing Positive Behaviors

Presenter: Ronda Mitchell
Training Coordinator
Training & Organizational Development
• “This is what I do.”
• “What I do is important to UF.”
• “I have years of experience in this department.”
• “I want to help my colleagues.”
• “Let’s work together.”
• “This is what I am.”
• “What I do is important to everyone.”
• “I have years of apprenticeship and knowledge in this field/discipline.”
• “I want to help the world.”
• “Leave me alone so I can work.”
What You Do

• Support the mission of UF (teaching, research, community service).
• Knows what needs to be done for compliance.
• Activities that affect those “within” UF.
• Execute departmental “business”.
• Are the “drivers” of UF.
• Support the mission of UF (teaching, research, community service).
• Knows what needs to be done for their field/discipline.
• Activities that affect those “outside” UF.
• Engage in “teaching, research, community service”.
• Are the “enterprise engines” of UF.
How We All Fit
So how do you keep your engine(s) running at peak performance so you can get over the finish line?
Position vs. Interest

- Position: What I want to happen.
  - A single answer or solution to a problem
  - An exclusive answer
  - Disagreement occurs when we focus only on “what I want” and we do not explore the why.
Position vs. Interest

• Interest: Why I need it to happen.
  – A fear, need, worry, concern, or hope about a problem or issue.
  – Can be solved or resolved by a variety of solutions.
  – Invites a discussion to come up with a solution for both parties.
  – Precedes creating a win-win situation and must be sought out to communicate effectively.
Establish a Win-Win

• Win-Win is “finding a solution that works for both of us”.

• Characteristics:
  – Seeks mutual benefit
  – Is cooperative, not competitive
  – Listens more, stays in communication longer, and communicates with more courage
When To Use Win-Win

• Win-Win works best in:
  – Situations of conflict
  – Long-term relationships
  – Interdependent situations
<table>
<thead>
<tr>
<th>Desired Results</th>
<th>What are the outcomes that I want to achieve?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guidelines</td>
<td>What are the guidelines for achieving the result?</td>
</tr>
<tr>
<td>Resources</td>
<td>What are the resources available (people, money, time, etc.)</td>
</tr>
<tr>
<td>Accountability</td>
<td>How will we measure how well it’s going?</td>
</tr>
<tr>
<td>Consequences</td>
<td>What happens if we do or do not achieve the outcome?</td>
</tr>
</tbody>
</table>
• **Win-Win Agreements work to help:**
  – Clarify expectations
  – Align conflicting priorities
  – Delegate responsibilities
Creating Win-Win Situations

<table>
<thead>
<tr>
<th>Name(s)</th>
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<tbody>
<tr>
<td>Situation:</td>
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<table>
<thead>
<tr>
<th>What’s a win for you?</th>
<th>What’s a win for them?</th>
</tr>
</thead>
<tbody>
<tr>
<td>What can they do to help me achieve this win?</td>
<td>What can I do to help them achieve this win?</td>
</tr>
</tbody>
</table>
Whole messaging is used when...
  - You must be clear
  - They must fully understand
  - There is no room for misunderstanding
  - The conversation is crucial
Please certify your effort by the end of the week.