

# You Are Not A Frog

## CPD & Reflection Log



### Episode 23:

#### Podcast notes

In this episode, Rachel is joined by Jane Gunn, a ex-lawyer, mediator, trainer and expert in resolving conflict in the workplace. Jane is known as the 'Corporate Peacemaker' and works with GPs, doctors and professionals in other organisations and partnerships.

We talk about why we delay or deny conflict and the problems that we can cause when we sweep stuff under the carpet for fear of addressing issues. We discuss how it's useful to have a 'conflict resolution' strategy hard baked into the organisation or the partnership agreement so that things are addressed quickly without having to go through HR, so that there is an obvious process that can be followed.

Often conflict escalates because we don't take the time to listen to the other person and really understand where they are coming from. Jane talks about a simple process to help us bring up an issue – say how you feel, explain the potential impact ...then shut up and listen! When we truly understand where the other person is coming from, often the solution becomes obvious and we can move forwards. Knowing what the conflict is really about and what need the outcome to be is also helpful.

#### Podcast links

[Good to Great](#) by Jim Collins

[Getting to Yes](#) by Fisher and Ury

[The 5 Dysfunctions of a team: A leadership Fable](#) by Patrick Lencioni

Here is the link to Jane's website [www.janegunn.co.uk](http://www.janegunn.co.uk) and mini video series [www.janegunn.co.uk/solved-by-midnight/](http://www.janegunn.co.uk/solved-by-midnight/)

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[To let me know the 2 things that keep you awake at night please click here](#)

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Follow Rachel on twitter [@DrRachelMorris](https://twitter.com/DrRachelMorris) or [LinkedIn](#) and find out more about her online and face to face courses for doctors on surviving and thriving at work at [www.shapesfordoctors.com](http://www.shapesfordoctors.com) or for other organisations at [www.shapestoolkit.com](http://www.shapestoolkit.com)

What three key things have you learned from listening to this podcast?

Is there anything you can use from this podcasts that will help you to help others?

What are you going to do now?

How will you know if this has made a difference?

CPD time claimed:

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