# You Are Not A Frog

## CPD & Reflection Log

## Episode 37:

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| **Podcast notes** |
| Rachel is thrilled to welcome back Jane Gunn – lawyer, mediator and expert in conflict resolution who has been known as the Corporate Peacemaker. This episode is for you if the thought of addressing a difficult issue with one of your colleagues send you running for the hills…When the Coronavirus crisis first hit, we collectively started to behave a bit better – give each other a break and make allowances but as time has gone on, our old ways of behaving coupled with anxiety, uncertainty and stress may well have made old issues raise their ugly head (a bit like Christmas with the relatives which has gone on a bit too long!). In this episode, Rachel and Jane talk about why this has started to happen and discuss what can happen if conflict is left to fester. Often conflict which hasn’t been addressed escalates quickly and Jane shares the ladder of escalation steps which help to explain what’s going on. We talk about how you get off this ladder with simple techniques for having important conversations, the importance of listening and of really trying to dig down into the real issue. We chat about the importance of having an easy to follow process in an organisation that doesn’t rely on grievances but instead empowers people to have these conversations early and how modelling vulnerability as a leader can make this possible. Jane’s top tips for managing conflict are:1. Take the time to write down what you want to say and what you really want before you have the conversation
2. Listen to and be honest with yourself and others
3. Try to de-escalate as much as possible (make a molehill out of a mountain!)

We are sending out a weekly email with new resources, tips and useful content especially for doctors and healthcare professionals throughout the COVID-19 crisis. If you’d like to receive this and other resources about thriving at work then [please sign up here](https://shapes-toolkit.mykajabi.com/free-team-wellbeing-toolkit)You can [watch this podcast episode on YouTube](https://www.youtube.com/channel/UCyWX729Pi6hPdCYM7laYDEA) **Podcast links**Get the [COVID Team Wellbeing Toolkit](https://shapes-toolkit.mykajabi.com/free-team-wellbeing-toolkit) which includes instructions on how to run a team check in chat here - <https://shapes-toolkit.mykajabi.com/free-team-wellbeing-toolkit>Contact Jane at jane@janegunn.co.ukhttp://www.janegunn.co.ukYou can access Jane’s 10-part video series from my renowned “Solved By Midnight” programme’ here <http://janegunn.co.uk/managing-conflict-in-times-of-change-challenge-crisis/> [Civility Save Lives TED](https://www.youtube.com/watch?v=4RUIhjwCDO0) Talk Dr Chris Turner - https://www.youtube.com/watch?v=4RUIhjwCDO0View our recent Shapes Webinars on how to support your teams through the COVID crisis and sign up for the forthcoming webinar here <https://shapes-toolkit.mykajabi.com/support-your-team-webinar> 24 hour support for NHS staff: Call 0300 131 7000 between 7am and 11pm or text FRONTLINE to 85258 24/7.[BMA Wellbeing Service](https://www.bma.org.uk/advice/work-life-support/your-wellbeing) - https://www.bma.org.uk/advice/work-life-support/your-wellbeing[The NHS Practitioner Health Programme](https://www.practitionerhealth.nhs.uk/) - https://www.practitionerhealth.nhs.uk/[Sign up for downloadable CPD reflection forms plus more tools and resources](https://shapes-toolkit.mykajabi.com/podcast-CPD-forms) - https://shapes-toolkit.mykajabi.com/podcast-CPD-formsFor more episodes of You are not a frog, check out our website [You Are Not A Frog Podcasts](https://shapesfordoctors.com/podcasts/) - https://shapesfordoctors.com/podcasts/S[ign up to our mailing list](https://shapes-toolkit.mykajabi.com/sign-up-to-free-resources-and-5-things) here for loads of useful resources about thriving at work - https://shapes-toolkit.mykajabi.com/sign-up-to-free-resources-and-5-thingsYou can also join the [Shapes Collective Facebook group](https://www.facebook.com/groups/2212687302308522/) where we chat about the hot topics and regularly post interesting articles - https://www.facebook.com/groups/2212687302308522/Follow Rachel on twitter [@DrRachelMorris](https://twitter.com/drrachelmorris) - https://twitter.com/drrachelmorrisFollow Rachel on [LinkedIn](https://www.linkedin.com/in/dr-rachel-morris/) - https://www.linkedin.com/in/dr-rachel-morris/Find out more about her online and face to face courses for doctors on surviving and thriving at work at <http://www.shapesfordoctors.com/>Or for other organisations at [www.shapestoolkit.co.uk](http://www.shapestoolkit.co.uk)  - http://www.shapestoolkit.co.uk |

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| What three key things have you learned from listening to this podcast? |
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| Is there anything you can use from this podcasts that will help you to help others? |
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| What are you going to do now? |
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| How will you know if this has made a difference? |
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| CPD time claimed: |
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