

AOD LEADERSHIP ACCELERATOR PROGRAM

Community of Practice 3 – 26 November 2024

Managing resistance in a meeting

TIPS

1. **Set a positive tone early** – frame the meeting as an opportunity to collaborate and address shared challenges - be warm, authentic and sincere.
2. **Acknowledge concerns** – validate and share your action plan.
3. Be **clear** and **transparent** about the purpose, benefits, issues, expectations, roles and structure.
4. **Focus on the ‘why’** – how does the message being delivered align with the organisation values, goals etc.
5. **Encourage participation** – how are you making them feel heard **even if you can’t change the outcome?**

Example: What are your thoughts on how we can make this transition smoother? Your experience is invaluable here.

TIPS

5. **Address resistance** – *Example: I sense some hesitation about this idea. Let's explore what's driving those concerns so we can find a way forward.*
6. **Self-regulation** – model the behaviour you wish to see.
7. Create a **problem-solving atmosphere** – *Example: This solution doesn't seem workable, what alternatives can we explore as a team?*
8. **Follow up** - after the meeting, check in individually with key staff to address unresolved concerns and reinforce commitment.

TIPS

9. **Pause** the meeting if tensions are too high – Priority is to de-escalate, ensure that they feel heard and conveys commitment for a more productive discussion later.

Example: I can sense this discussion is becoming quite intense. It's important that we approach this in thoughtful and constructive manner. Let's take a step back and revisit this topic again to give us all some time to reflect. I will organise another meeting and I'll also follow up with individuals to gather more input in the meantime.

9. **Acknowledge emotions and offer a break** – *Example: I can see that you are all very passionate about this topic and I want to ensure that we stay on track with the agenda, while still having space for Q&A at the end. Let's take a quick 10-minute break to gather our thoughts before continuing.*

10. **Propose a follow-up session** – *Example: This is an important conversation, and I want to ensure we address it properly. Let's schedule another meeting to...*

11. **Summarise and pause** – *Example: Thank you so much for your valuable input so far. I hear your concerns, I don't have all the answers and solutions right now on how we move forward so I think it's best to pause here to reflect. I'll consolidate the key points and follow up with next steps in an email.*

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