

CALMING THE STORM: NAVIGATING TOUGH SCENARIOS

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Introductions

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Agenda

Goal: Equip CSBOs with tools and strategies to de-escalate tension, build trust, and lead with clarity

- 1. Defining Leadership**
- 2. Tools to Assist Effective Communication**
- 3. Understanding the Storm**
- 4. Calm Starts with Clarity**
- 5. Calm the Room**
- 6. Building Trust Before the Storm**
- 7. Case Studies**



Defining Financial Leadership

- More Than Numbers
- Servant Leadership
- Ethical Stewardship



Leadership Responsibilities

- Financial Stewardship
- Operational Oversight
- Compliance & Accountability

Leadership Competencies

- Visionary Thinking
- Strategic Communication
- Collaboration
- Change Management
- Grace



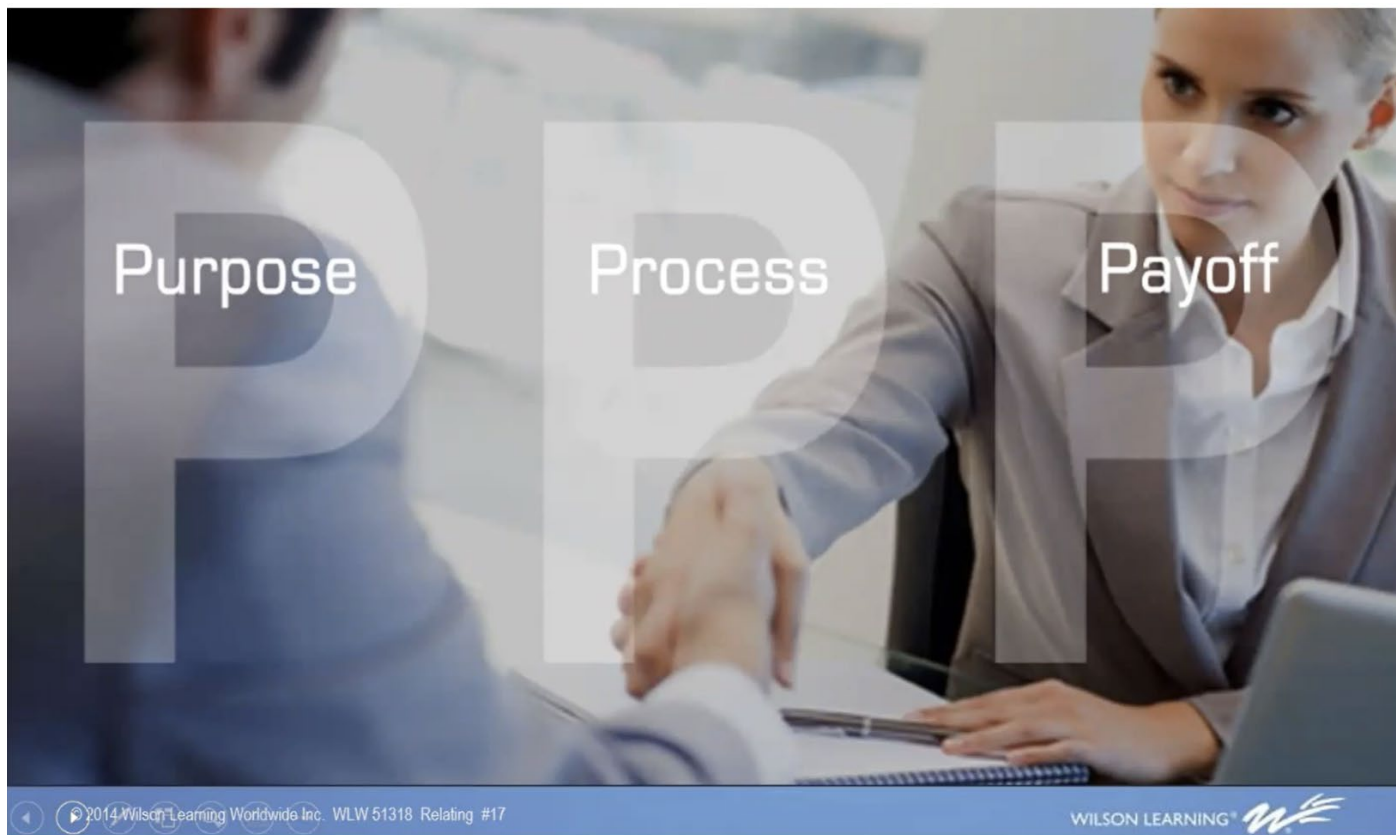
Tools for Affective Communication

- Clarity is Kind
- Checking Questions
- Task Tension



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Tools for Affective Communication



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Tools for Effective Communication

PPP Defined

Your 1st task for any effective communication interaction is to create a PPP statement

1. Provides an agenda for the discussion
2. It anticipates and addresses 3 common meeting concerns

WHY ARE WE HERE?
HOW WILL WE PROCEED?
HOW WILL WE BOTH BENEFIT?

(PURPOSE)
(PROCESS)
(PAYOFF)

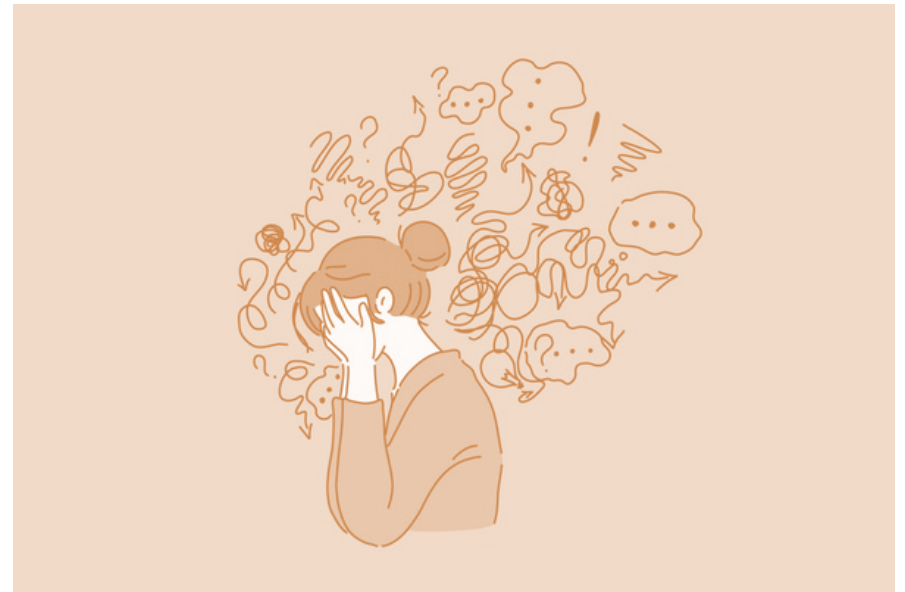
Understanding the Storm

Why Emotions Run High

Funding = Values

Common Triggers

Recognize Emotional Responses



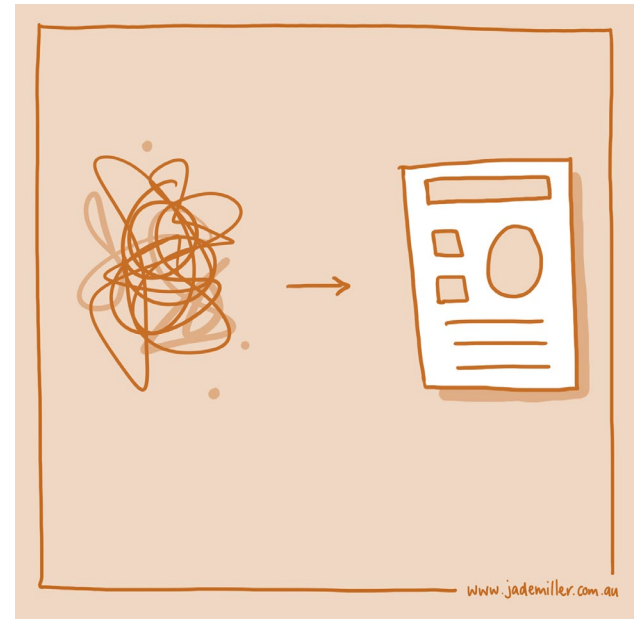
Calm Starts with Clarity

Communicating Effectively Under Pressure

Simplify the Complex

Scenario Framing

Storytelling



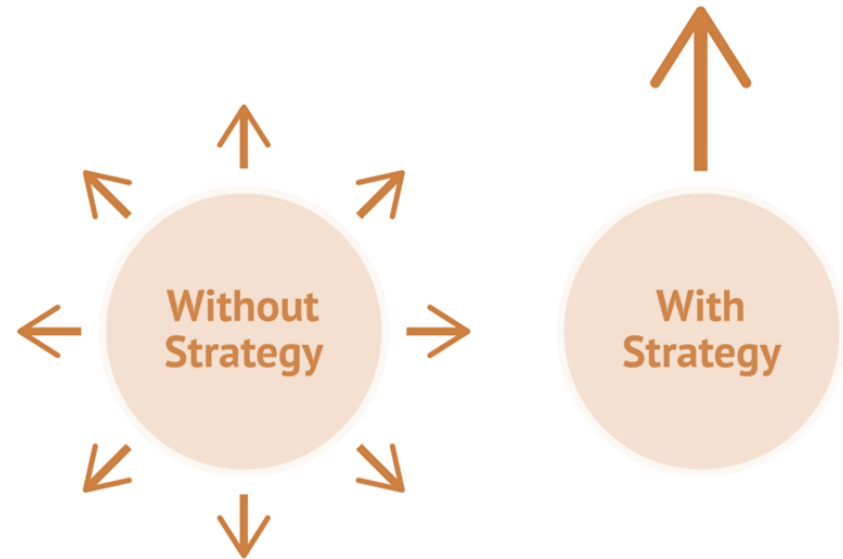
Calm the Room

Strategies for Tough Meetings

Pre-Meeting Strategy

In-the-Moment Tools

De-escalation Tips



Building Trust Before the Storm Hits

Ongoing Engagement

Transparency Tools

Partner with Others



Key Take Aways

1. Calm comes from preparation, empathy, and clarity
2. You can't avoid storms – but you can lead through them
3. Build Trust before it's tested



Case Studies

1. RAY example
2. Emily example – discuss with ray the conflict and reframing it as an opportunity example

(This may just be a photo slide)

Questions and Answers

We thank you for your time!



2025 REGIONAL CONFERENCE

Bloomington | O'Fallon

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