

## Positive Confrontation

The Book of 2 Samuel, the 12<sup>th</sup> chapter, tells the story of the prophet Nathan confronting King David over the ruler's sins of adultery with Bathsheba and the arrangement of the murder of her husband so that he could take the woman for his wife.

After telling David a parable about a rich man who took the only lamb of a poor man to prepare for a traveler instead of choosing one from his own vast flocks, and hearing the king's pronouncement of judgment, Nathan declared to David, "You are the man!"

Many people avoid confrontation. Some fear being disliked or rejected. Others are afraid confrontation will make things worse by creating anger and resentment in the person they confront. But avoiding confrontation always worsens the situation. Confrontation can be a win-win scenario, a chance to help and develop your people – if you do it with respect and with the other person's best interests at heart.

As a leader in Life Care, Century Park and Life Care at Home, you will face confrontation with those you lead or, on occasion, with those you serve. John C. Maxwell, noted author and speaker, offers 10 guidelines to help you confront positively:

1. Confront as soon as possible.
2. Address the wrong action, not the person.
3. Confront only what the person can change.
4. Give the person the benefit of the doubt.
5. Be specific.
6. Avoid sarcasm.
7. Avoid words like "always" and "never."
8. If appropriate, tell the person how you feel about what was done wrong.
9. Give the person a game plan to fix the problem.
10. Affirm him or her as a person and a friend.

It would be well to follow this advice when confrontation is necessary.

--Beecher Hunter