



This is a hard one.

For me, letting go of the outcome is the hardest part of being effective at confrontation.

Because the whole purpose of confrontation is to get to a desired outcome.

You get your energy right?

You get your mindset, right?

You do all the prep you should be doing. You show up as your best self during the conversation all with the end goal of getting to that outcome.

But ultimately, you can't control the outcome and neither can I. Neither can anybody else. That can lead to a lot of frustration when you think you've done everything right and it still didn't work.

You need to understand that sometimes you can do everything right and it's not going to work.

And every once in a while, by just confronting the issue, you're going to make things worse.

That can be really hard- like. *aren't I doing the right thing? I went ahead and I took this course and I learned how to confront effectively and it ended up not working.*

That's part of the process. You might not like it and you don't have to embrace it, but you do need to accept it. Because if you just get frustrated every time it doesn't work, then it's going to demotivate you to keep confronting when you should be confronting.

Before you enter any confrontation, remind yourself that you can't control the outcome. You've got to let go of the outcome because ultimately you have no choice.

There's nothing else you can do.

You cannot control it.

Once the issue is solved you let go of the outcome in a different way. In this sense, it means you don't want to keep bringing up an old situation that's been taken care of.

You have got to the end result.

It's fixed.

It's not going to happen again.

Then you need to let it go.



Unfortunately what happens a lot of times is it keeps getting brought up. The person who fixed whatever it was that needed to be fixed or changed, whatever it was that needed to be changed, all of a sudden, they're going to start thinking, *what else do you want from me? You ask me to do this thing and I did it, but you're not letting me you're not letting it go. You keep bringing it up and that's really damaging to the relationship.*

To get my Master's degree, I had to do an internship. One morning I was on my way to my internship and I got an email from the financial aid office saying that they were rescinding all of my financial aid. Totally out of nowhere. It was devastating.

I was going to have to drop out of school and my mind was going a mile a minute. In hindsight, I probably shouldn't have showed up to my internship that day, but I wanted to honor my obligation and I went even though my mind was in a completely different place.

That morning I was supposed to be part of a group and I was physically there but mentally I was definitely not there. I was so preoccupied and distracted with what was going on.

After it was over my supervisor confronted me and asked me if I was okay. I explained the situation, apologized and assured my supervisor that it would never happen again.

Luckily everything worked out, and it never happened again. Every group after that, I showed up and I was fully present. I was physically present, mentally present, and if I do say so myself, I did a great job.

But when it came time for the midterm evaluation my supervisor chose to put this on the evaluation. I didn't love that.

It was a one-time thing.

It was an extenuating circumstance.

We talked it through again.

Then we continued on with the internship.

At the end of the year on my final evaluation, it came up again on my final evaluation. I was so upset. Something that happened once that we talked through and never happened again, I was sure was over and done with. At that point, it felt like they were just trying to sort of stick it to me or I don't know what the purpose was behind it. But it really damaged my relationship with this person and it was really unfortunate that that happened.

Be careful when something's taken care of, when it's one time. You don't need to keep bringing it up over and over again.



It's just going to cause damage when you go through this whole process to eliminate this negative situation.

Sometimes you're going to work through a confrontation and you're not going to get there. You're not going to be able to get to an outcome that you both feel good about but you need to decide what it's going to look like going forward.

So you didn't get to the desired outcome. Now, what are you going to get to some other outcome?

Are you just never going to talk about it again?

Are you going to try a different approach?

Whatever you end up doing, when you both come to a decision that this thing is not going to be solved, then you need to let it go.

Again, what happens a lot of times is people continue to rehash it.

*Well, I wanted to go about it this way or if we were just able to get to the same page, then this wouldn't have happened or blah blah.*

It's our human impulse to do that but it's really not beneficial to you, to the other person, or to the relationship.

If you just weren't able to get there, get on the same page about where you are able to get to and what you're going to do with this thing that is unsolved and then let it go.

Even if you don't get the outcome that you want, if the other person didn't fully get the outcome they want, remember that the confrontation itself is an outcome. The addressing of the issue is a positive outcome. You did your best to get what everybody wanted that didn't end up happening, but you did have the confrontation. Recognize that. Appreciate that about yourself and appreciate it about the other person as well.

*I'm sorry, we didn't get there but I'm really grateful that we gave it a try and that we have this conversation.*

It's important to remember that in some situations you shouldn't let it go- when something's really serious or when there's something going on that is unethical or illegal. Sometimes those are one and the same.

You shouldn't let those things go if somebody is getting harassed, if there's any ISM going on at the office, if something's happening to you or somebody else where they're not getting paid as they should or promised, or something's getting broken in a contract- any of those things that are going on.



You shouldn't let it go. You should advocate for yourself or help the other person advocate for themselves. By not letting it go, it means you might have to go to a different person in the organization to address it. You might need to go to somebody outside the organization to address it, but you don't want to let those things go

So, the most important question for you is, what outcome from the past do you need to let go of? Something that you've been rehashing or you keep bringing it up or you just mentally can't let go of it.

What do you need to let go of from the past and how will you let go of the outcome going forward as you continue to work on your effective confrontation?