



To confront or not to confront- that is the question.

In this video, we're going to try to answer that question within a decision-making process framework.

You can go through it when a situation arises and you need to decide if you want to confront it or not, and if so, what's the best way to go ahead and confront it?

This is as much art as it is science and probably a little bit more art than science.

There's never going to be a manual that's going to tell you exactly the perfect way to confront a situation (that would be too easy, right?)

When you're going through the process of thinking about whether or not to confront somebody and then how to confront them, do it with the best intentions and the best knowledge you have on hand. Know that sometimes you're not going to choose the best way. I hope that provides you comfort and not frustration. You can only do the best you can and however the confrontation goes you take the lessons from it and use those to continue to get better.

Knowing that the next confrontation is going to be its own thing with its own set of circumstances and its own people involved- it's always going to be a little bit different.

That's what makes this so challenging.

Use that knowledge to relieve some of the pressure of not having to get it perfect every time. Because you won't. There's no way to do that.

Just do the best that you can and keep investing in getting better.

Remember that not everything should be confronted in the same way.

That's why we have those different confrontation styles and why it's important to learn how to use them depending on the circumstances of the situation. Also, not everything should be confronted.

That is the 1st part of the decision-making process- should I confront this situation and the 2nd is, if so, how should I go about doing it?

How do you know?

Here's a little decision-making matrix that I came up with- obviously really makeshift.

Start with the question, is it causing a problem? If the answer is no you're done, right? There's no issue here. There's no problem. There's nothing to confront.

But if you're thinking about it, it probably means there is a situation. If there is, the next



question to ask yourself is, are you okay with that problem?

Because look, nothing's ever going to be perfect. And yes, it's good to try and make things as great as we can, but nothing's going to be perfect at work, at home, with our friends, with our relationships, in the personal sphere, and in the professional one. Is it a problem that you really want to confront? Is it something that you can live with?

If you decide yes, it's kind of annoying or it is a little bit of an issue, but in the end, you're okay with it, then you don't need to confront it.

But if you're not okay with it, then the next question is, is the problem solvable?

Sometimes you think a problem is solvable and then it turns out that it's not or you think it's not so you decide not to confront it. If you *had* confronted it you would have been able to solve it. We just don't know all the time the answers to these questions, but it's an important question to ask.

Is it solvable?

I remember once I was having an issue with one of my bosses and I was all geared up and ready to confront them. I was talking to my sister about it, and she asked me, 'what do you hope to get out of this? Do you think that they're going to change it?'

I thought about it and realized that, no, they definitely were not going to change it.

Sometimes knowing that, you want to confront it anyway, to use your voice and get it on the record that you tried. That is an option too. For me, in that particular situation- I won't say always- but in that particular situation, I realized it wasn't worth it just to get it off my chest.

I could vent it to my sister or somebody else but it was probably going to do more harm than good to address it directly. It wasn't going to change and it could have made things worse.

As best you can, think about if this is a problem that can be solved AND if it is a problem that can be solved with this person. Sometimes the problem could be solved if the other person were willing to help solve it but they won't always be willing to do that.

If the other person isn't on board, then it becomes an unsolvable problem.

Next, you should ask yourself if you are the right person to do the confronting.

Sometimes this has to do with the organizational chart and who's above who and who reports to who but not always. Sometimes it is based on relationships.

Even if you are technically in the right place on the organizational chart, you might not be the best person to confront it depending on the relationship with the person that you



are thinking about confronting.

You see how complex this gets?

Think about if you get all the way down to that bottom box, are you the right person to do it?

If not, then don't do it, but maybe you reach out to someone who would be a better person.

This is obviously super simplistic, but it's a good place to start to help yourself think through is this something I should confront or not.

Remember every situation is different.

Even if you are thinking of confronting, say one of your staff because they show up late too much, there's going to be some nuance about why that's different from the last staff you confronted about being late, right?

Even when the situations are similar, there's always something that's going to be different about them.

Certainly the people involved are different.

So you might have to communicate in a different way based on the way that person likes to communicate. Learn along the way but know that there's always something unique to that situation.

Again, you're not always going to get it right- whatever right is. Do the best you can. Focus on the learning and if you do make a mistake, if you go about it in a way that you look back on and say, *oh I shouldn't have said that, I shouldn't have done that or we should have done it a different way or someone else should have been in the room.*

Once you realize that, take accountability for it and own up to the person involved. Say, 'I should have had HR in the room' or 'I shouldn't have had that person in the room' or 'I shouldn't have said this thing the way that I said it'. Really take accountability and make amends for where you made your mistake. Remind yourself- and I'll keep reminding you too- that this is a difficult process and you will get better but it will never be perfect.

This is a hard thing.

So the most important question for you is, how will you decide when to confront and when not to confront?