

THE POWER OF MENTORSHIP IN THE WORKPLACE



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MEET YOUR PRESENTERS



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BREAKOUT SESSION GOALS & PRACTICE



Proving the power of effective mentorship



Engaging with others in the “spirit” of motivational interviewing



Developing a shared vision within a team atmosphere



Defining strategies to give constructive feedback and navigate conflictual situations



SHARE

In one word, describe
a trait of an effective
leader.

LEADERSHIP VS. MENTORSHIP



Oxford Dictionary:

- Leadership = the action of leading a group of people or an organization
- Mentor = noun = an experienced or trusted advisor; verb = advise or train



Concept of servant leadership, which contributes to team well-being in an ever-changing work landscape



Interconnections and relationships — “It’s a social process, where individuals work together to produce results that they could never achieve alone.” (McCauley, 2024)

SESSION 1

Mentor Poll



SESSION 2

Leadership poll



COMMUNICATION SKILLS

- Active Listening
- Eye Contact
- Facial Expressions
- Body Language
- Distractions
- External Environment
- Cultural Norms

“SPIRIT” OF MOTIVATIONAL INTERVIEWING

Partnership

Acceptance

- Absolute worth
- Accurate empathy
- Autonomy support
- Affirmation

Compassion

Evocation

MAINTAINING THE “SPIRIT” OF MOTIVATIONAL INTERVIEWING MEANS . . .

01

Suspending the
authoritarian role.

02

Working *with*
clients rather
than *prescribing*
to them.

03

Bringing forth
client *voice* rather
than installing
our own values
and ideas.

04

Honoring client
self-direction,
capacity,
strength, and
experience.

MOTIVATIONAL INTERVIEWING SKILLS: OARS



Open-ended questions



Affirmations



Reflections



Summary statements

BAD NEWS, CONSTRUCTIVE FEEDBACK, AND MORE: HOW TO NAVIGATE DIFFICULT CONVERSATIONS

- Create a relationship
- Emphasize shared values and purpose
- Listen to understand
- Remember that clarity is kindness
- Allow space to process and share feelings

PROMOTING VOICE AMONG TEAM MEMBERS: HOW TO BUILD A SHARED VISION WITHIN A TEAM

OARS

Learn motivations of team members

Learn the styles of team members

Use multiple strategies to solicit feedback

GUIDING PRINCIPLES OF DDSD



A word cloud of guiding principles for DDSD. The words are arranged in a cluster, with 'Dignity' in large orange text at the top center, 'Independence' in large blue text below it, and 'Privacy' in large yellow text at the bottom right. Other words in various sizes and colors (green, purple, yellow) include 'Learning', 'Inclusion Within Community', 'Family', 'Safety', 'Individualization', 'Connections', 'Health', 'Choice', and 'Meaningful Activities'.

Learning Inclusion Within Community
Family
Safety Dignity
Individualization
Independence
Connections
Health Privacy
Choice Meaningful Activities

WHAT'S YOUR CONFLICT STYLE?

Conflict Management Styles Assessment

Please **CIRCLE ONE** response that best describes you. Be honest, this survey is designed to help you learn about your conflict management style. There are no right or wrong answers!



Name _____ Date _____

	Rarely	Sometimes	Often	Always
1. I discuss issues with others to try to find solutions that meet everyone's needs.	1	2	3	4
2. I try to negotiate and use a give-and-take approach to problem situations.	1	2	3	4
3. I try to meet the expectations of others.	1	2	3	4
4. I would argue my case and insist on the advantages of my point of view.	1	2	3	4
5. When there is a disagreement, I gather as much information as I can and keep the lines of communication open.	1	2	3	4
6. When I find myself in an argument, I usually say very little and try to leave as soon as possible.	1	2	3	4
7. I try to see conflicts from both sides. What do I need? What does the other person need? What are the issues involved?	1	2	3	4
8. I prefer to compromise when solving problems and just move on.	1	2	3	4
9. I find conflicts exhilarating; I enjoy the battle of wits that usually follows.	1	2	3	4
10. Being in a disagreement with other people makes me feel uncomfortable and anxious.	1	2	3	4
11. I try to meet the wishes of my friends and family.	1	2	3	4
12. I can figure out what needs to be done and I am usually right.	1	2	3	4
13. To break deadlocks, I would meet people halfway.	1	2	3	4
14. I may not get what I want but it's a small price to pay for keeping the peace.	1	2	3	4
15. I avoid hard feelings by keeping my disagreements with others to myself.	1	2	3	4

Source: Reginald (Reg) Adkins, Ph.D., Elemental Truths. <http://elementaltruths.blogspot.com/2006/11/conflict-management-quiz.html>



WHAT IS YOUR ANIMAL?

	<u>Owl</u>	<i>Collaborating</i>	Owls highly value both their goals and their relationships. They view conflict as a problem to be solved and seek a solution that achieves both their goals and the goals of the other person. Owls see conflicts as a means of improving relationships by reducing tensions between two persons. They try to begin a discussion that identifies the conflict as a problem, and strive to resolve tensions and maintain the relationship by seeking solutions that satisfy both themselves and the other person.
	<u>Turtle</u>	<i>Avoiding</i>	Turtles tend to value avoiding confrontation more than either their goals or relationships. They often find it easier to withdraw from a conflict than to face it. This might even include completely giving up relationships or goals that are associated with the conflict.
	<u>Shark</u>	<i>Competing</i>	Sharks typically value their goals over relationships, meaning that if forced to choose, they would seek to achieve their goals even at the cost of the relationship involved. Sharks are typically more concerned with accomplishing their goals than with being liked by others. They might try to force opponents to accept their solution to the conflict by overpowering them.
	<u>Teddy Bear</u>	<i>Accommodating</i>	Teddy Bears typically value relationships over their own goals; if forced to choose, Teddy Bears will often sacrifice their goals in order to maintain relationships. Teddy Bears generally want to be liked by others, and prefer to avoid conflict because they believe addressing it will damage relationships. Teddy Bears try to smooth over conflict to prevent damage to the relationship.
	<u>Fox</u>	<i>Compromising</i>	Foxes are moderately concerned with both their goals and their relationships with others. Foxes typically seek a compromise; they give up part of their goals and persuade the other person in a conflict to give up part of their goals. They seek a conflict solution in which both sides gain something; the middle ground between two extreme positions. They are willing to sacrifice part of their goals in order to find agreement for the common good.

Adapted from: Conflict Management Styles Descriptions. Docstoc, <http://img.docstoccdn.com/thumb/orig/47081621.png>

CASE SCENARIO

Janie has been working as a team leader for a year and half and enjoys her work at DDS because she feels like she is making a difference in the lives of people with disabilities. She is still gaining confidence in her leadership role and often feels like her quiet and shy personality has made it difficult for her to effectively manage conflict on her team. During the team meeting today, Janie shared a new form that the agency wants every case manager to complete after visiting the individuals. After seeing the form, Amanda immediately groaned loudly and started complaining about the additional work and saying, "Administration never understands how much paperwork we have to do."

CASE SCENARIO

I am not doing one more stupid form.” Clark quickly jumped in to join Amanda’s complaints. Andi said, “Come on guys, we need to give this form a chance. It might not be that hard.” Amanda interrupted to say, “Oh of course, Andi, you always side with the bosses. You are probably going to run into the director’s office and tell her thank you for giving us more work.” Beth and Talia slowly scooted their chairs away from the table and began scrolling on their phones. Janie is frustrated that yet again she feels like she has lost control of the conversation. Everyone on this team has such different personalities!

SESSION 1 TABLE PRACTICE: CASE SCENARIO

01

With whom do you identify in this scenario?

02

What would be a more effective strategy for communicating your needs in this situation?

03

What could Janie do to ensure healthy team collaboration and empathetic listening?

04

If the form must be used, what are some leadership strategies that Janie could use to both support her team and advocate for her team's perspectives?

SESSION 2 TABLE PRACTICE: CASE SCENARIO

01

With whom do you identify in this scenario?

02

What would be a more effective strategy for communicating your needs in this situation?

03

What would healthy team collaboration and empathic listening look like in this scenario?

04

If the form must be used, what could you do to help the team move forward in a positive and constructive way?

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“Leaders instill in their people a hope for success and a belief in themselves. Positive leaders empower people to accomplish their goals.” — Unknown



Headshot Station



RESERVE YOUR SPOT

No spots left? Stop by!
We'll fit you in for a walk-up.