Conflict

Respectfulness and commmn are key tools for conflict resolution. E.g. I always take the person aside and discuss the issue privately, getting to the root cause from both conflicting parties

Workmate

He/she missed the dealine on at least 3 occassions and pushed back our project timeline. After I discussed with him, we found a way to improve the workflow systems together

Boss

It is not easy to confront your manager but I have leaned that it can be done sometimes

Our boss said we should change our pitch focusing on raising membership, we figured out that wasn’t going to work. In the end, we created a new strategy together

When you failed

I was managing a project from one of our main donors and I was eager to please them that we could fininsh the project within 2 weeks. But it ended up taking 3 weeks. I thought it was doable and they were not happy. Looking back, I relize that I should have been more conservative in my estimates. I also realized that a c lient isn’t going to be upset if youre clear about your timeline in advance but they are going to be upset if you promise and do not deliver.

I have used this experience to become much better at managing expectations during the projects I oversee. E.g. on the next project, I told them itd take 4 weeks instead we finished in 3 weeks. They were very happy about this