

LINDA OUTKA

PEBBLES *in* MY SHOE

THREE STEPS TO BREAKING THROUGH INTERPERSONAL CONFLICT

ABOUT PEBBLES IN MY SHOE

Relational hurts are like pebbles in our shoes. Strained relationships, failed conversations and unresolved conflicts drain our energy and sabotage our success.

Business coach Linda Outka has been effectively resolving conflict for more than 20 years. Through real-life stories and practical principles, Linda reveals her proven model of conflict resolution. Readers will discover how to:

- Break through conflict using three clear steps
- Understand conflict land mines and how to avoid them
- Prepare for an effective conflict resolution conversation
- Learn principles that keep defenses low throughout the conversation
- Develop a more fulfilling relationship as a result of a conflict resolution conversation

ENDORSEMENTS

"CONFLICT! It's something we'd all like to avoid but none of us can. *Pebbles in My Shoe* tackles a tough topic beautifully. Linda outlines a simple and very effective way to address and resolve conflict so that relationships can flourish and individuals can find more peace. Well done!"

—Jeff Lutt, President, POET, LLC

"One of the great struggles in life is learning to navigate conflict. We've all been there, flooded by emotion, hoping, wanting, believing there's answers. Well, there is. *Pebbles in My Shoe* is a proven, step-by-step success manual. I wish I would have had it 20 years ago."

—Dr. Keith Loy, Lead Pastor, Celebrate Community Church

"The tools introduced by Linda Outka provide a road map to navigating through conflict. With Linda's coaching, I've applied these principles to leading my company and they've moved our culture forward."

—Sean Coffman, Entrepreneur, Founder and CEO, Carsforsale.com

SUMMARY

Title: Pebbles in My Shoe: Three Steps to Breaking through Interpersonal Conflict

Author: Linda Outka

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ABOUT LINDA OUTKA



Linda Outka is passionate about helping people break through conflict so they can pursue their potential. Through her writing, coaching and training, Linda creates space where people feel safe to be real and discover new insights that open doors to their potential.

From the time when Linda traveled with a singing and drama team for a year after college, she realized that conflict was inevitable on any team. As her career took her to both corporate and ministry settings, she learned that conflict could either derail a relationship or become a catalyst for a more fulfilling relationship.

Linda has a BA in Communication and an MA in Human Resource Leadership. She is a founding partner on the John Maxwell Team of certified coaches, speakers and trainers. Linda also has a number of certifications in team building and coaching instruments.

Linda lives in Northern California with her husband and children.

CONTACT LINDA OUTKA

Phone: (605) 366-7122

Website: LindaOutka.com

Email: linda@outka.com

Facebook: [Breakthrough Solutions – Linda Outka](#)

WHY LINDA'S MESSAGE IS IMPORTANT

WORKPLACE CONFLICT STATISTICS



of employees deal with conflict ¹

95% of people trained in conflict management skills said it made them more confident and helped them seek win/win solutions ¹



of all difficulties in organizations stem from strained relationships between employees, not from deficits in individual employee's skill or motivation ²

The typical manager spends

25-40%

of his or her time dealing with workplace conflicts. That's one to two days of every work week ²



MINISTRY CONFLICT STATISTICS

40%

of church members who leave their churches do so because of conflict ⁴



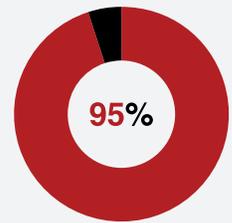
There are approximately

19,000

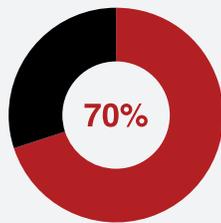
major, scarring church conflicts in the U.S. each year (an average of 50 per day) ³

98%

of church conflict involves interpersonal issues ⁴



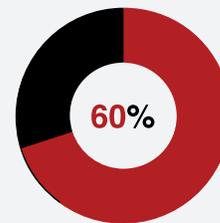
of pastors have experienced church conflict ⁵



of pastors said the conflict centered on them ⁵

38%

left a pastoral position due to conflict ⁵



of pastors do not feel they have even one true friend to confide in ⁶

Workplace Conflict Stats Sources:

¹ <http://www.conflicttango.com/workplace-conflict-infographic/>

² <http://www.theconflictrresolutionprofessionals.org/workplace-conflict-statistics.html>

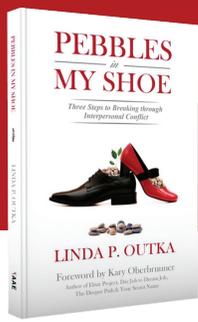
Ministry Conflict Stats Sources:

³ <http://peacemaker.net/project/the-high-cost-of-conflict-among-christians/>

⁴ <http://churchconflictforum.blogspot.com/2008/01/staggering-statistics.html>

⁵ <http://www.christianitytoday.com/pastors/2004/fall/6.25.html>

⁶ <http://bit.ly/UMmHqx>



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THREE STEPS TO BREAKING THROUGH INTERPERSONAL CONFLICT

OVERVIEW OF PEBBLES IN MY SHOE

Step 1 — Base Camp: The Preparation

Like a mountain climber uses a base camp to prepare, adjust to altitude changes, pack and plan, conflict resolution need a base camp too. When we prepare ourselves through reflection and soul searching, we will proceed carefully. To properly prepare, we need to ask ourselves the following questions:

- What's at stake?
- What is fact and what is story?
- What am I feeling?
- What could have been their intentions?
- What part have I played?
- What curious questions can I ask to create safety?
- How will I start the conversation?

Step 2 — Ascent: The Conversation

Like climbing a mountain, conflict resolution conversations require courage and stamina. To start the conversation and keep it from getting defensive, use the following outline to create a one-minute opening statement:

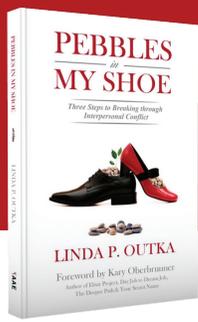
- State the issue without blame
- Give one or two examples
- Share what part you've played
- Invite them to give their perspective

Step 3 — Summit: The Gratification

The reward for the mountain climber is the sense of accomplishment and the view at the top. The reward for one who resolves a conflict is a new perspective and a more fulfilling relationship. Both parties gain understanding because they authentically listen to each other's stories. The conversation enlightens both people and as a result, they are changed. The relationship goes deeper. When you take a pebble out of your shoe, you walk with more freedom.

The close of the conversation, or the summit, includes the following:

- Come to an agreement
- Commit to action
- Check in for a tune-up
- Enjoy a more fulfilling relationship



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SAMPLE INTERVIEW QUESTIONS

1. Why did you write the book *Pebbles in My Shoe: Three Steps to Breaking through Interpersonal Conflict*?
2. Who would benefit from reading the book?
3. What are the three steps for breaking through interpersonal conflict?
4. What's at stake when conflict goes unresolved?
5. You talk in the book about untangling facts from stories. Tell us more about what this means.
6. In the book you say that the root of so many conflicts is the assumption of negative intentions. What do you mean by this?
7. Why is it important to reflect on what part we've played in a conflict?
8. What role do curious questions play in a conflict resolution conversation?
9. How can we start a conflict resolution conversation? What are the elements of an opening statement that will start the conversation well?
10. How are specific examples an important element of a conflict resolution conversation?
11. Why is it important to come to an agreement at the close of a conflict resolution conversation?
12. How can a conflict resolution conversation actually enrich a relationship?
13. Where can our audience purchase *Pebbles in My Shoe*?
14. What are the ways we can connect with you?