

A person in military gear is seen from behind, sitting in a trench and looking up at a night sky filled with stars and a bright nebula. The scene is dramatically lit with a teal and blue color palette.

Strength Through
Unity Tour

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EARLY INTERVENTION STRATEGIES



"you look stressed"
thanks.. it's the stress



You see those vehicles taking
an alternative route over there?
We need to start some road
works over there too.





Stress Lowers Our “Water Level”

Peer Friction

Miscommunication

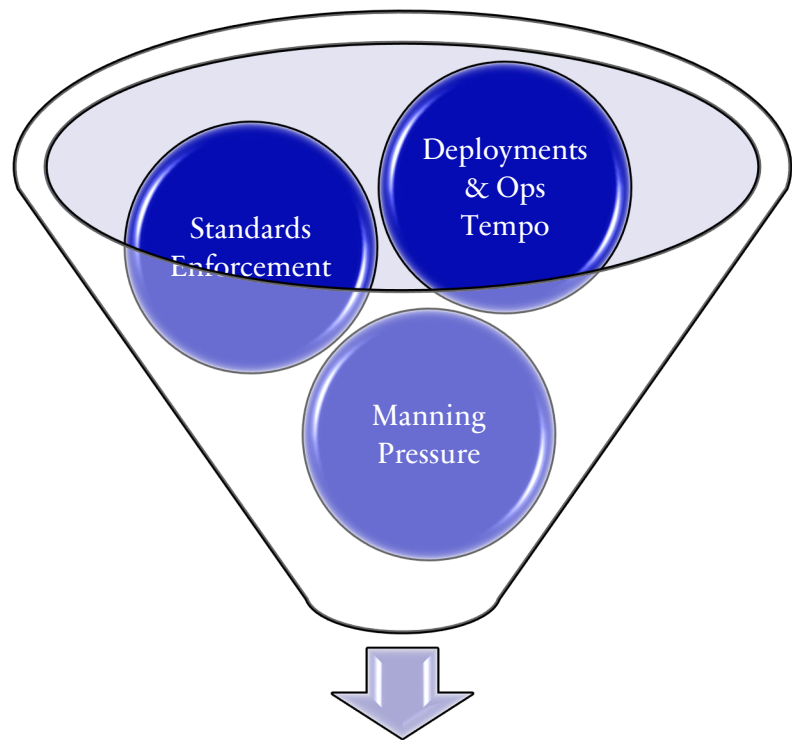
Frustration



High Conflict Behaviors



Stress Reaction vs. High Conflict Pattern



Catalyzes High Conflict Behaviors

Recognizing the Pattern

Increased
blaming of
others

All-or-nothing
thinking or
solutions

Unmanaged
emotions

Extreme
behaviors (90%)

Targets of Blame & Negative Advocates



Help Us Help You



Checking the Water Level

This form is set to “anyone can respond,” allowing for anonymous response.

Your name and email address are **not** automatically collected.



Intervention Strategies

1

Peripheral

Akin to an
“open door”
policy

Observe the
situation

2

Tangential

Be proactive
and neutral

Offer your
support

COACH them

3

Immersed

Direct
involvement,
action oriented

Remain neutral,
informal, and
coaching
focused

4

Accountable

Now you are
responsible

Clarify
expectations

Be aware of
your influence
on the situation

Low

Involvement

High

Involvement

Dive Deeper: Directive vs. Collaborative

The Cynefin (ki-NEH-vin) Framework

Clear: The situation is known, and cause-and-effect is obvious (checklist). Your job is to **Sense-Categorize-Respond** by applying best practices. A directive style is appropriate.

Chaotic: The situation is a crisis with no time for analysis (active shooter). The leader must **Act-Sense-Respond** by issuing clear commands to establish order. Directive is best.

Complex: Cause and effect are only clear in retrospect. The situation is unpredictable and involves human interaction (team friction, morale). The leader must **Probe-Sense-Respond** by opening dialogue and learning what works. A collaborative coaching style is best.

Complicated: The situation requires expert analysis (troubleshooting). The leader must **Sense-Analyze-Respond** by bringing in SME to find the right answer.

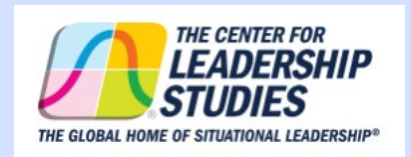
“Situational Leadership” Tool

S1: Directing: For an enthusiastic beginner who is not yet competent. High directive, low supportive behavior.

S2: Coaching: For a subordinate with some competence but low commitment. High directive, high supportive behavior. Good for guidance and encouragement.

S3: Supporting: For a competent subordinate who lacks confidence. Low directive, high supportive behavior, involving coaching and shared decision-making.

S4: Delegating: For a subordinate who is both competent and committed. Low directive, low supportive behavior.



Intervention Strategies

First Pass Assessment:

Clarity: Do they understand the goal?

Capacity: Do they have the bandwidth or resources?

Conduct: Is this a behavioral issue?

3

Immersed

Direct involvement, action oriented

Remain neutral, informal, and coaching focused

Low

Involvement

High

Involvement

Mission+Quality+Stakes

ALIGN

1
Realign your team with the mission, clarify your intent, and define what success looks like. Be precise.

Questions+Barriers+Risks

INQUIRE

2
Diagnose the true barrier. Use an inquisitive tone and open-ended questions. Receiving bad news well protects the future.

Acknowledge+Solve+Decide

MOVE

3
Is the breakdown clarity?
Capacity?
Authority? Own your part, confirm their accountable elements.

Brief: Arguments are triggering
Informative: Info, not argument
Friendly: Open & close friendly
Firm: End firm or with 2 choices

Set Limit: Fact-based, credible consequence
Impose Consequence: Comparable
EAR(maybe): Empathy, attention, respect
Beware of empty threats.



Align – Mission Stakes
Inquire – Barriers & Risks
Move – Solve & Decide
BIFF/SLIC?



Simulation

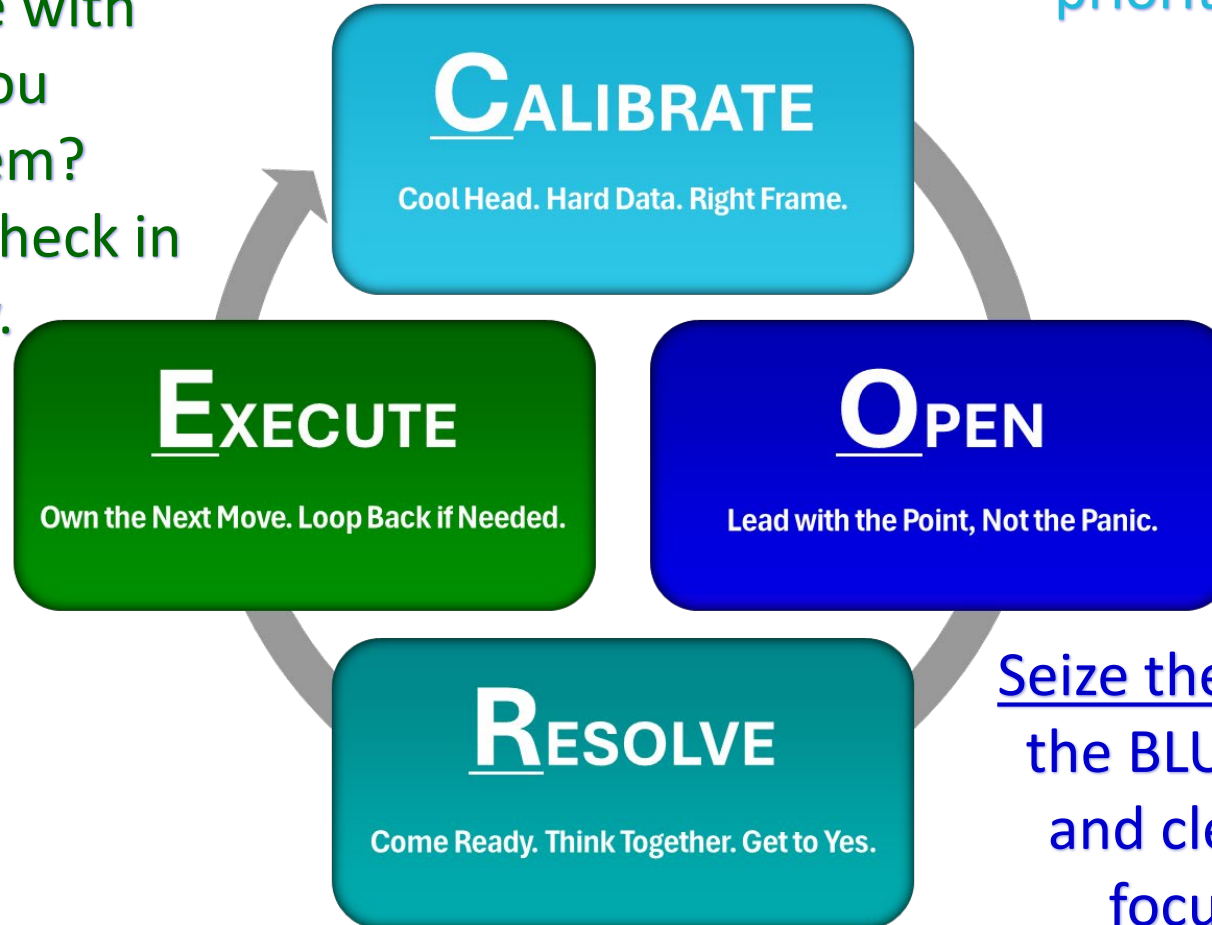


The DRP hit your team hard, and Operation Epic Fury is keeping the pressure on. Now, one of your hard chargers is suddenly missing key deadlines and blaming a partner tenant unit for missing data. You've written off his recent tardiness as base construction issues, but now you're not so sure. At this morning's stand up, he gave some borderline unprofessional criticism to a colleague. You know you must talk to him. How are you going to proceed?

Techniques for Influencing Up

Solidify the Win: Close with clarity. What are you responsible for? Them? Establish an update or check in for accountability.

Tactical Prep: Get control of your composure, be sure about the info, and center leadership's priorities.



Seize the First 15 Seconds: Deliver the BLUF, then move to “breach and clear.” Project control and focus from the first word.

Drive the Problem Solving: Give your recommendation with clarity on the trade-offs. Welcome tough questions.



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<https://www.youtube.com/@airforcenegotiationdispute8925>



<https://www.af.mil/About-Us/Coaching/>

Conflict Coaching



<https://www.airuniversity.af.edu/AFNC/>



Help Us Help You



No endorsement intended.

Card 1: Write down one situation you need to address and at what level of intervention. What is your first question? (Keep This)

Card 2: What is the biggest obstacle that prevents you from intervening early? (Turn this In)

To download the slides or capture the resource links, click here:





Questions?



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