

Strengthen Your Conflict Management Skills



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Good Solutions

What's the first word that comes to mind, when I say "**conflict**"?

What is your
word for conflict?

(You may have more
than one response)



Share in the Chat Box
with All Participants

Reframing our view of conflict

Challenge

Or

Opportunity



Defining Conflict

Differences about how expected needs will be met, usually manifesting in emotional tension and relational separation.



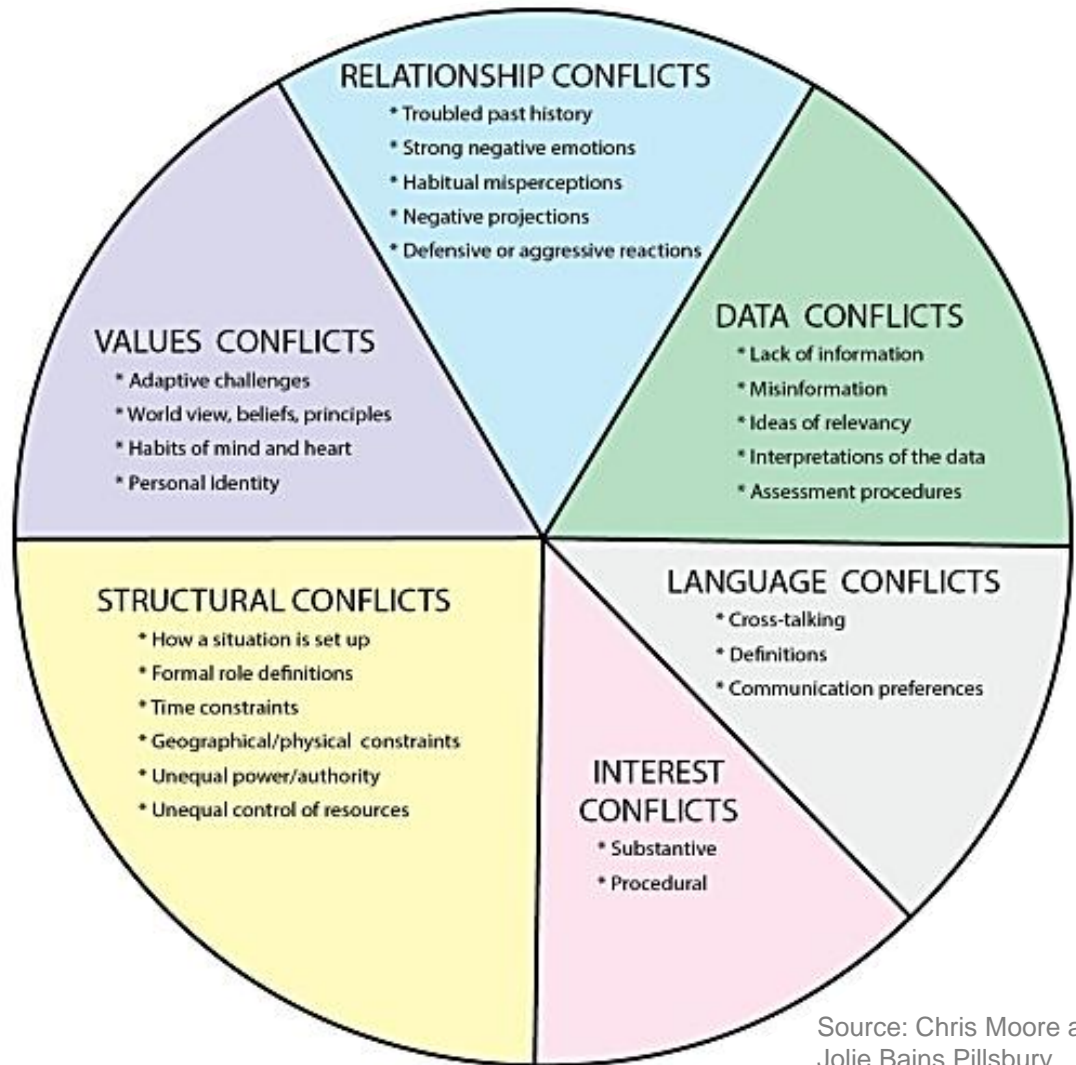
Conflict Escalation Scale



Circle of Conflict

Understanding the source of conflict helps us develop appropriate strategies.

What is one source that may be contributing to your situation or challenge?



Source: Chris Moore and Jolie Bains Pillsbury

Share in the Chat Box with Everyone

Spectrum of Conflict Management Options

Early Prevention Tools

Awareness and proactive approaches to prevent problems and disputes

Interest Based Options

Parties decide using cooperative problem solving approaches based on interests -ADR

Rights Based Options

Third party decides based on positions and interests



Benefits of Upstream vs. Downstream Options

- 
- Less adversarial**
 - More control over the decision**
 - More inclusive with number of parties involved**
 - More buy-in by people involved**
 - Trust and communication is stronger**
 - Saves time and money**

The 4 R's

Recognize: What do I see?



Respond: How do I feel?



Resolve: What do I do?



Reflect: How did that go?



Recognize
What do I see?

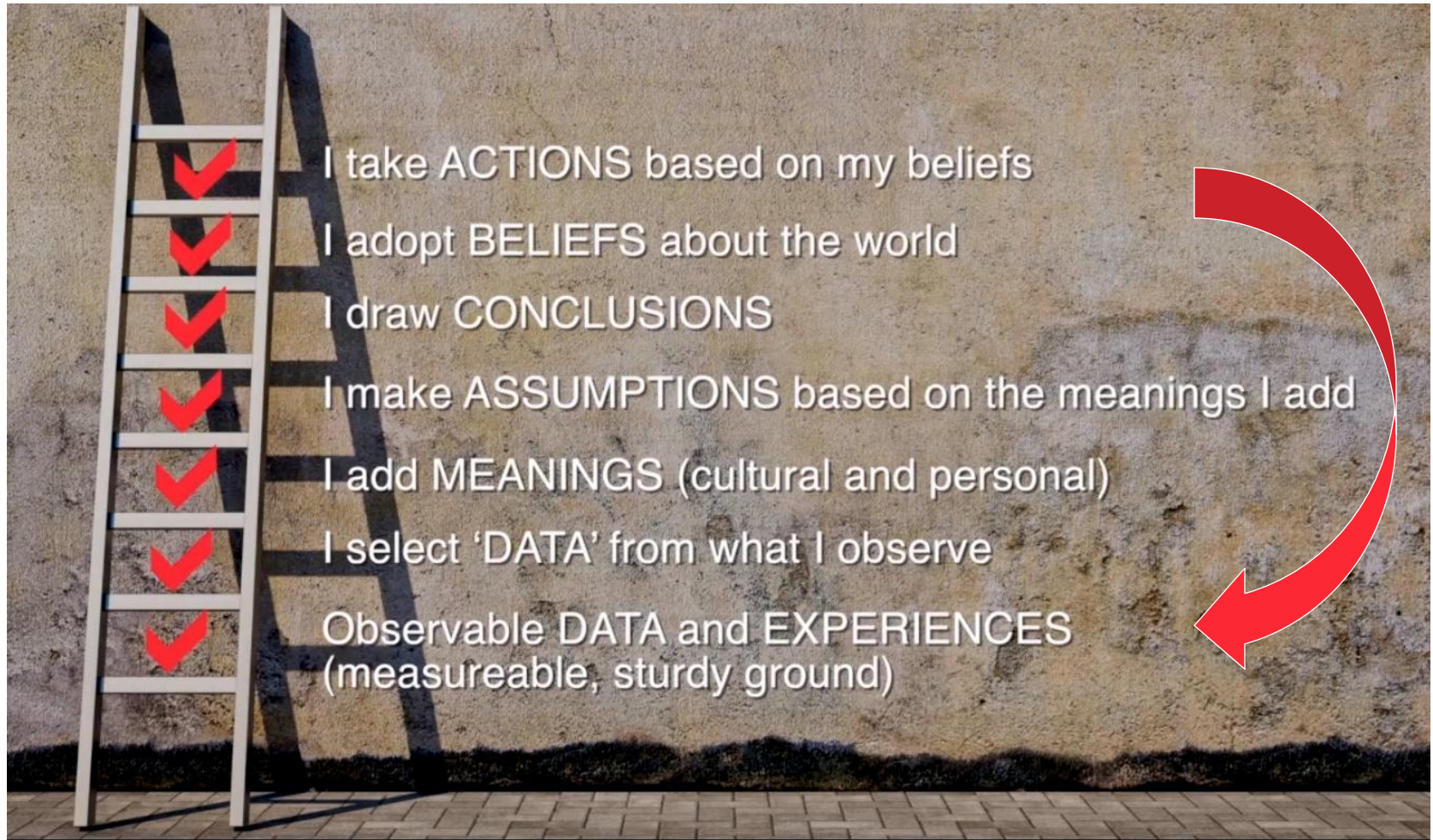


What do you see?



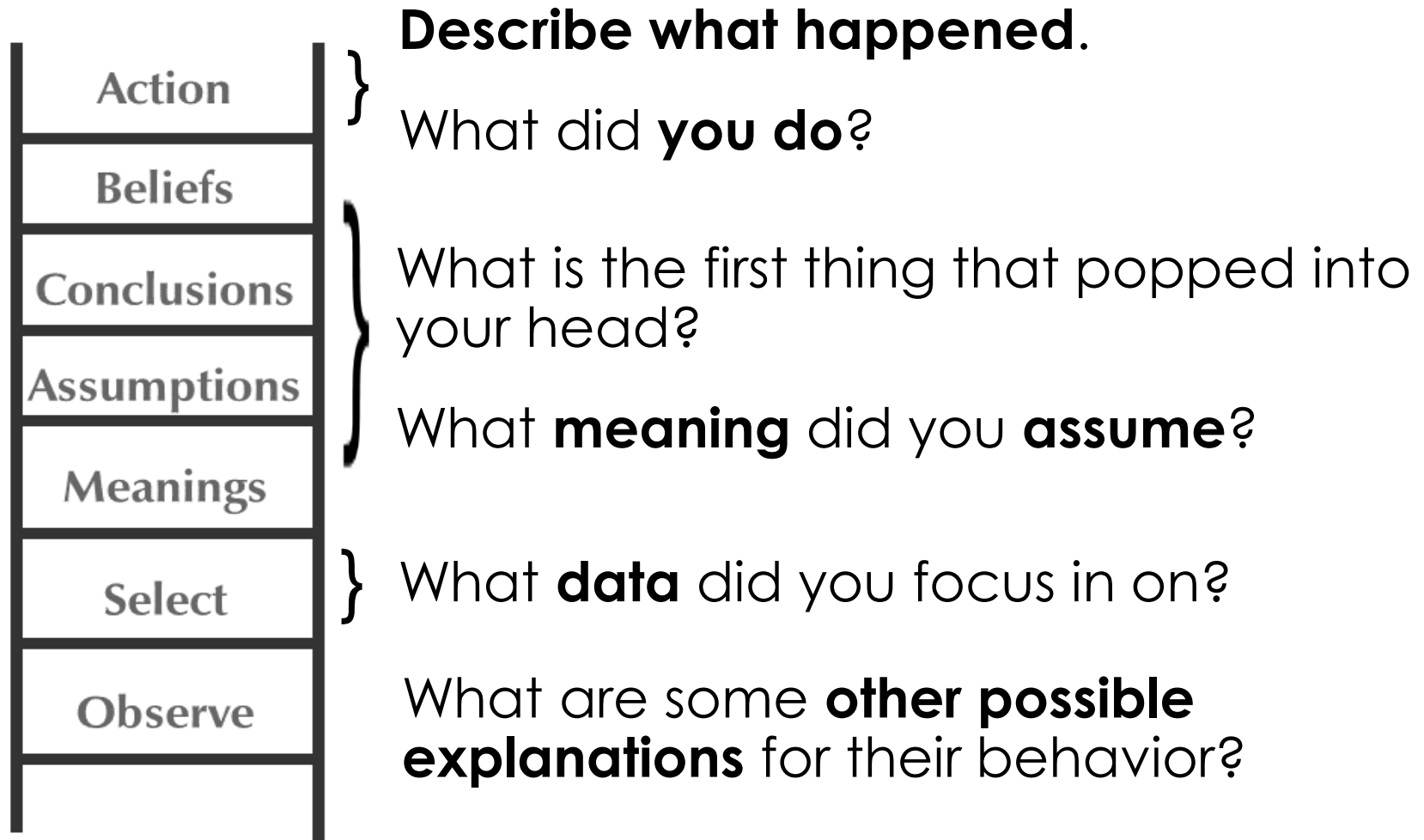
Share in the Chat Box
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Ladder of Inference



<https://www.partnership-academy.net/resource/ladder-of-inference/>

Walking Down: Check Your Assumptions



Something We All Do



"Your assumptions are your windows on the world. Scrub them off every once in awhile, or the light won't come in." - Isaac Asimov



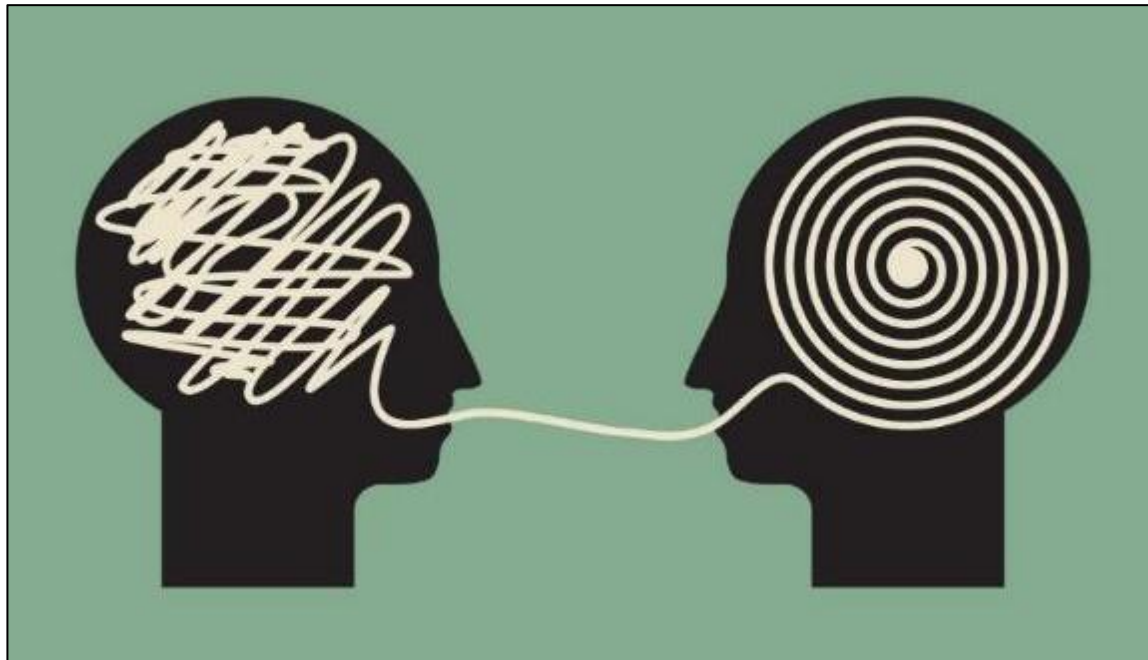
Disentangling Impact and Intent

What am I **Aware** of:

- My Intentions
- Other person's impact on me

What am I **Unaware** of:

- My impact on other person
- Other person's intentions



Perception Checking Technique

- 1) Describe:** what hurt you without blaming, shaming, or complaining
- 2) Interpret:** possible intent, with at least one generous option, assuming good will
- 3) Clarify:** by asking them for their perspective and feedback



Example:

- 1) When you left, the door slammed behind you.*
- 2) Were you upset, or just in a hurry?*
- 3) Can you please let me know what's up?*

Respond
How do I feel?

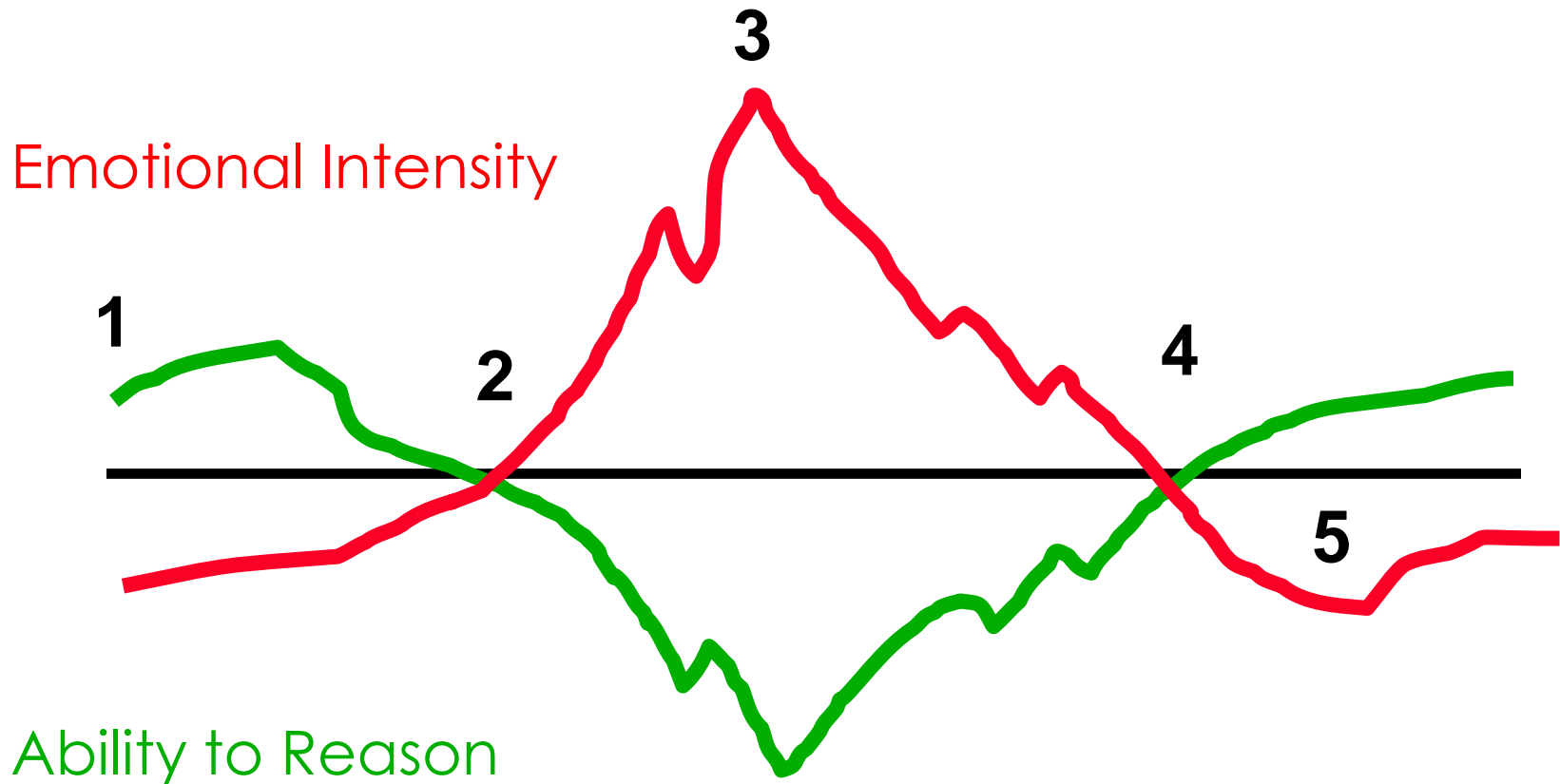


Emotions are Powerful

- Emotions are made up of bodily sensations, context, and the meaning we add from our life experience.
- At times, we get triggered or activated.
- The body gets flooded with neurochemicals.
- What happens in our bodies in this state?



Emotion and Reason

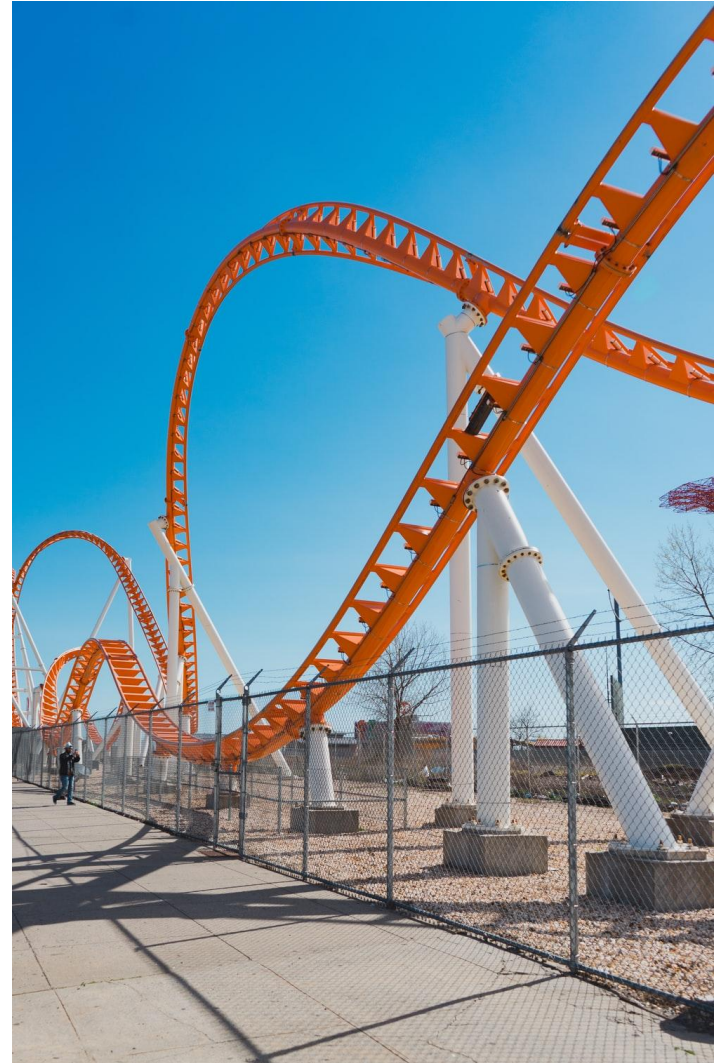


1 = Trigger 2 = Escalation 3 = Crisis 4 = Recovery 5 = Post-Crisis Depression

Self-Regulation

It can take time to
unwind from a trigger
-from several hours to
days or even longer

Activation lasts longer if
we are continually re-
triggered



Emotional Management

Calming ourselves and others



Calming Ourselves

In the Moment:

Breathing

Time Away

Walk/Exercise

Engage the senses

Music, art, games

Self care

Connecting with family,
friends, pets

Mindfulness, Journaling



Long Term Practices:

Meditation

Gratitude

Therapy

Exercise

Nature

Creative Endeavors

Volunteering

Good Sleep/Healthy Food

Calming Others



Take a break
Validate
Vent with care
Distract
Walk and talk
Acknowledge
Apologize

Other strategies? Share in the chat or on the line.

The Power of Apologies

With acknowledgement of
responsibility and regret:

“I’m sorry, Sue, that I hurt you.”



Without acknowledgement
of responsibility:

*“I’m sorry to hear how
this has hurt you.”*

Elements of An Effective Apology

Describe what you did

- “Yesterday on the telephone, I said....”

Take responsibility

- “I could have chosen other words.”
- “I spoke without thinking.”

Acknowledge impact

- “It’s understandable that was upsetting to you.” “If someone said that to me, I would not have liked it, either.”

State judgement and regret

- “That was insensitive. I’m sorry I used those words.”

Indicate intentions

- “In the future, I will try to think about the impact of my words before speaking.” “I hope we can have a relationship of mutual respect.”



QUESTIONS AND COMMENTS?

Two Parts to Effective Communication



Getting More than a “Yes” or “No”

**Reflective Listening with
Open-Ended Questions**

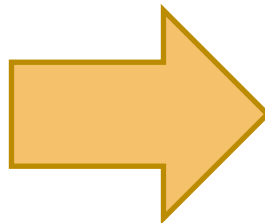


Paraphrasing: Summarize and Validate



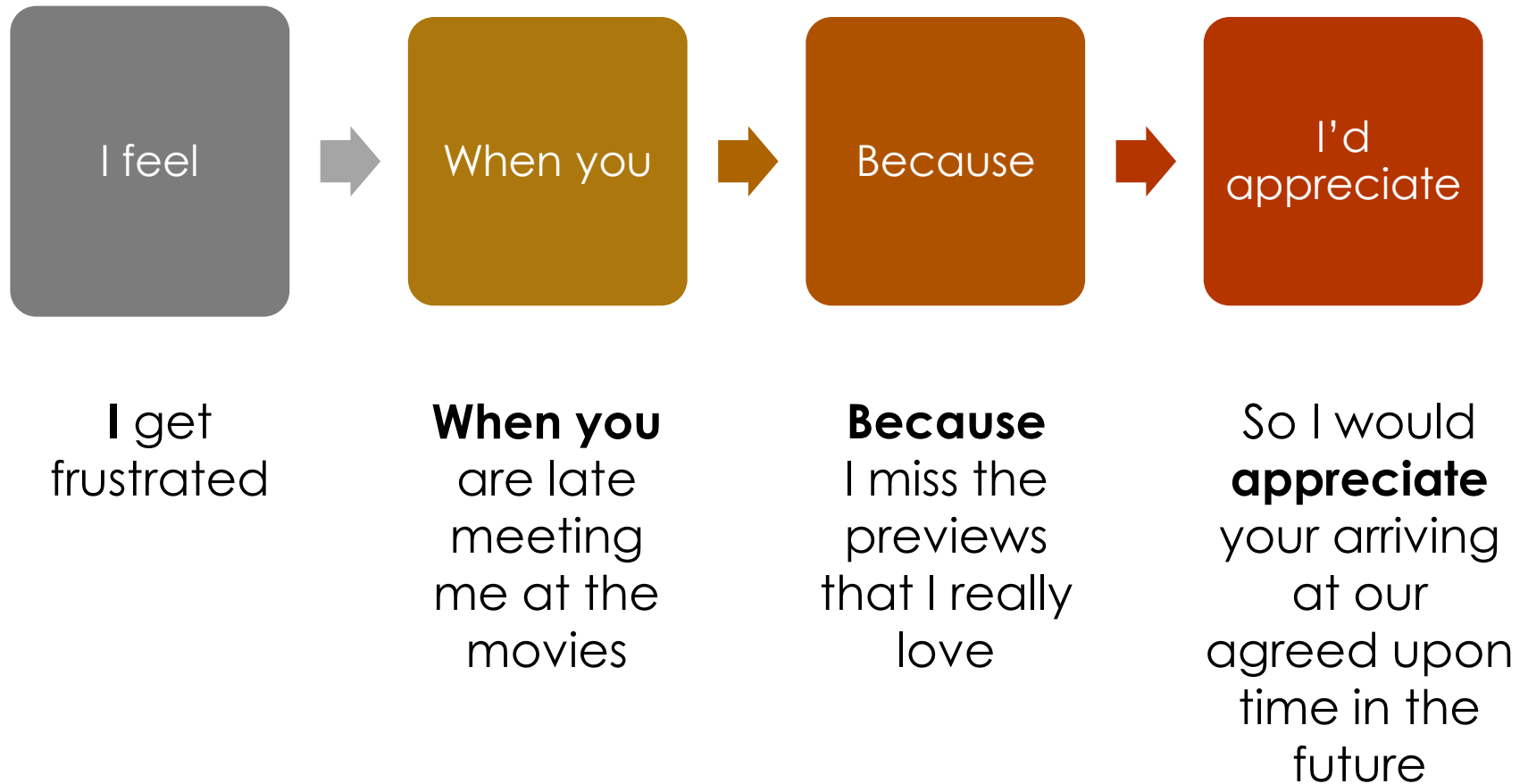
Stop Complaining, Start Reframing

Negative
Past
Other
Positions
Blaming
Complaint



Positive
Future
You
Interests
Concerns
Request

“I” Statements Formula



“I” Statements Practice



For each statement we post:

- Reflect
- Reframe
- Share your new statement in the Chat Box

I feel



When you



Because



I'd
appreciate



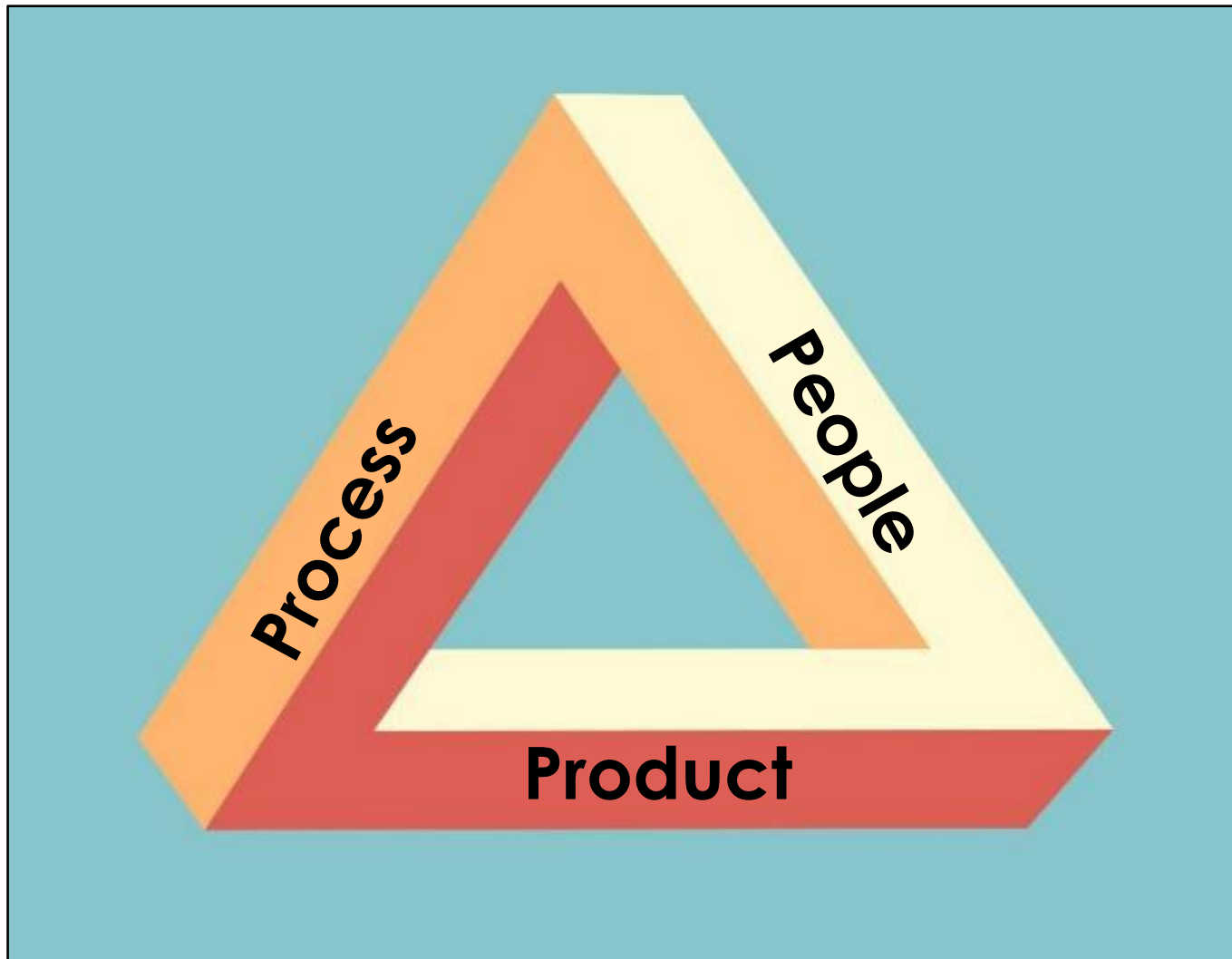
Resolve
What do I do?

Who is Involved?

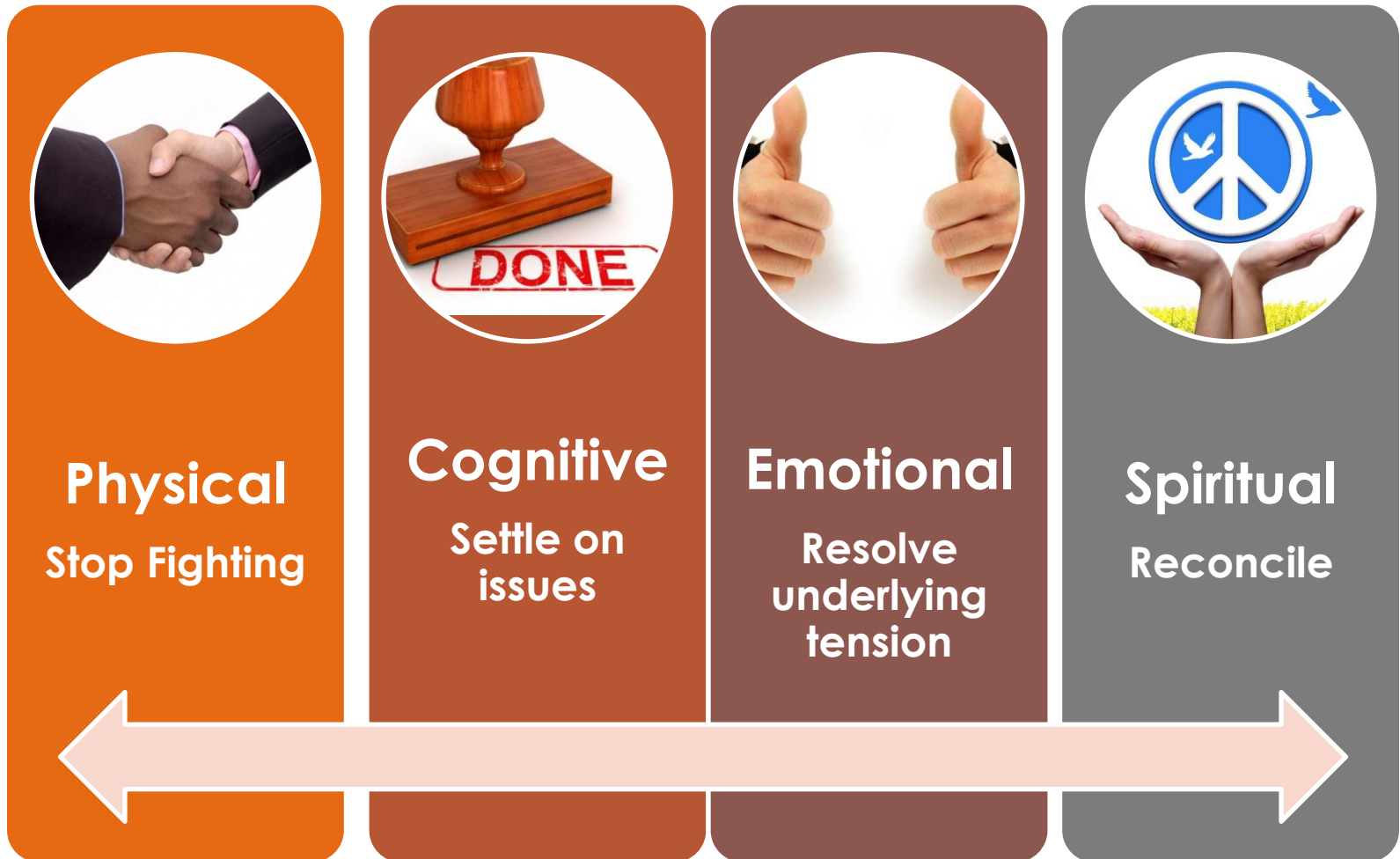
- Who has the authority to resolve this dispute?
- Who has an interest or stake in the outcome?
- Who might be surprised?
- Who could sabotage the decisions made?
- Who are the affected bystanders?
- Who are the technical support staff?



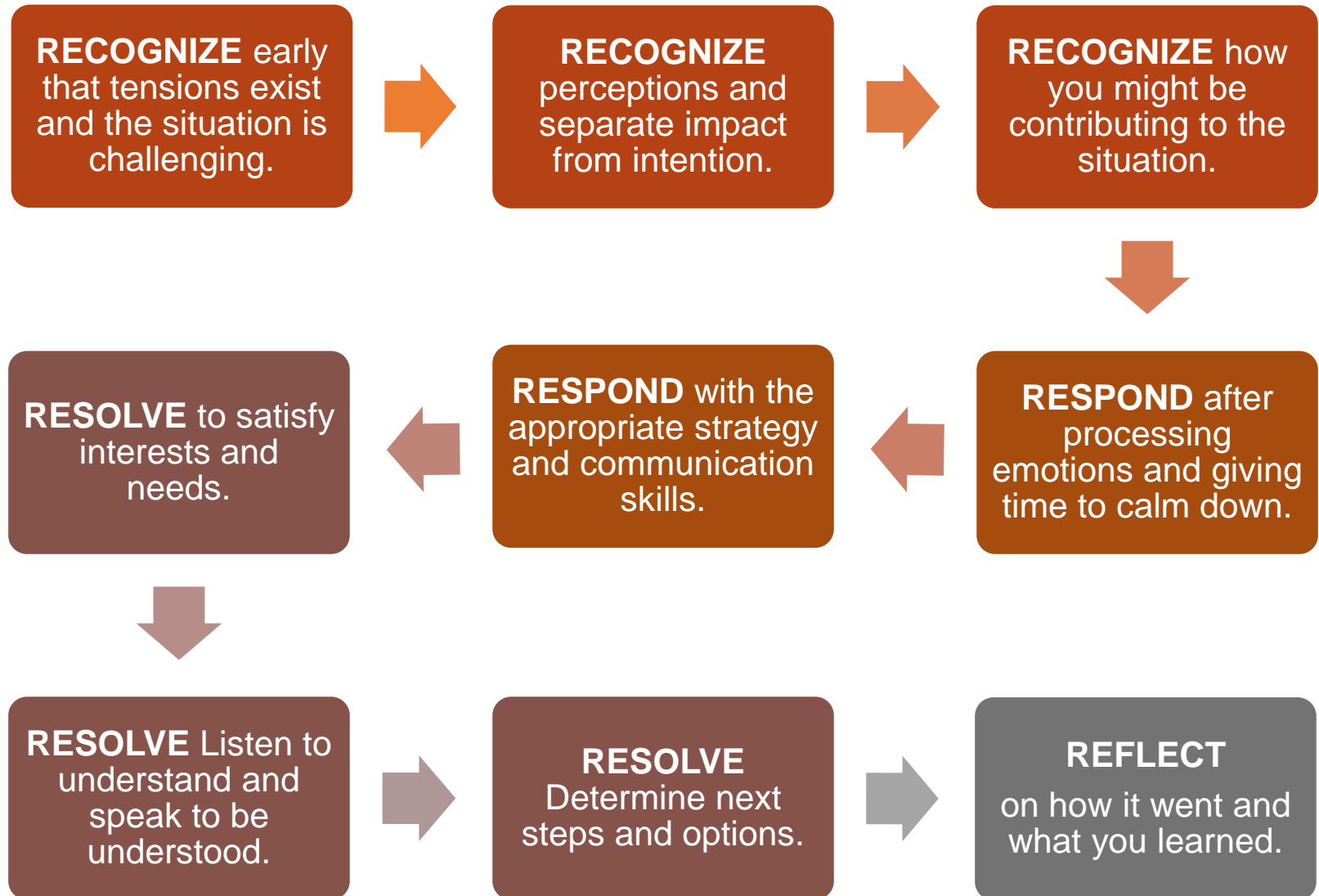
Triangle of Satisfaction



Levels of Resolution



Conflict Resolution Process



A close-up of a car's side-view mirror. The mirror's frame is dark blue. The reflection shows a two-lane road with a yellow center line stretching into the distance. A white truck is visible on the road ahead. The sky is blue with scattered white and yellowish clouds. The text "Reflect" and "How did that go?" is overlaid in white with a black outline.

Reflect
How did that go?

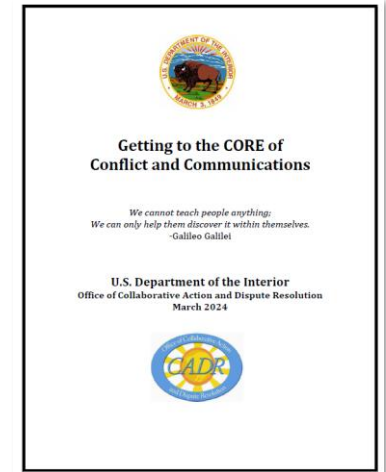
Reflection



- What surprised you?
- Where did you get stuck?
- What went well?
- What would you do differently?

Additional Resources

- **Handouts:** Circle of Conflict; Effective Apologies
- **Video:** Strengthening your Conflict Management Skills
- **Workbook:** Getting to the Core of Conflict and Communications (GTC3) Participant Workbook, DOI CADR
- **Homework:** Preparing for a Challenging Conversation
- **DOI CADR** links
- **ECCR** network



Challenging Conversation Worksheet:
Preparing for a Challenging Conversation

Separate positions from interests:

- What are the positions (i.e. the claim or demands) – yours and theirs?
- What are the underlying interests and needs – yours and theirs?

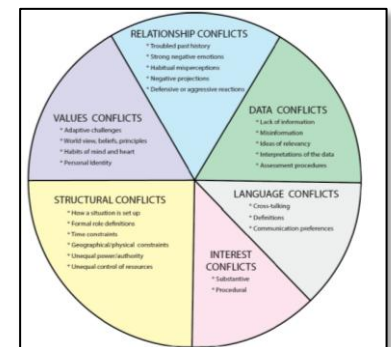
What is your purpose/intention for having this conversation? (Having a supportive purpose will help the conversation go well.)

What might be the impact of the other person on you? What might they do that will be challenging for you emotionally?

- What are your potential triggers? What buttons are being (might be) pushed?
- How will you deal with (self-regulate/self-manage if that occurs)? (Have a strategy developed in advance).
- What emotions/feelings will you be willing to share?
- What will you do if you or the other person starts getting distressed or upset?

DOI Office of Collaborative Action and Dispute Resolution
<https://portal.doi.gov/cadr>

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QUESTIONS AND COMMENTS?