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Handling Difficult Situations

**Collaborative
Conflict Resolution
in the Workplace**

Centre for Conflict Resolution



Agenda

- Intros
- Objectives
- Thumb exercise
- Conflict styles
- Barriers to communication
- Managing emotions
- Communication skill (questions)



Objectives

- Strengths and challenges in conflict
- Factors that escalate conflict
- Factors that defuse emotional situations and de-escalate conflict
- Communication skills: open questioning



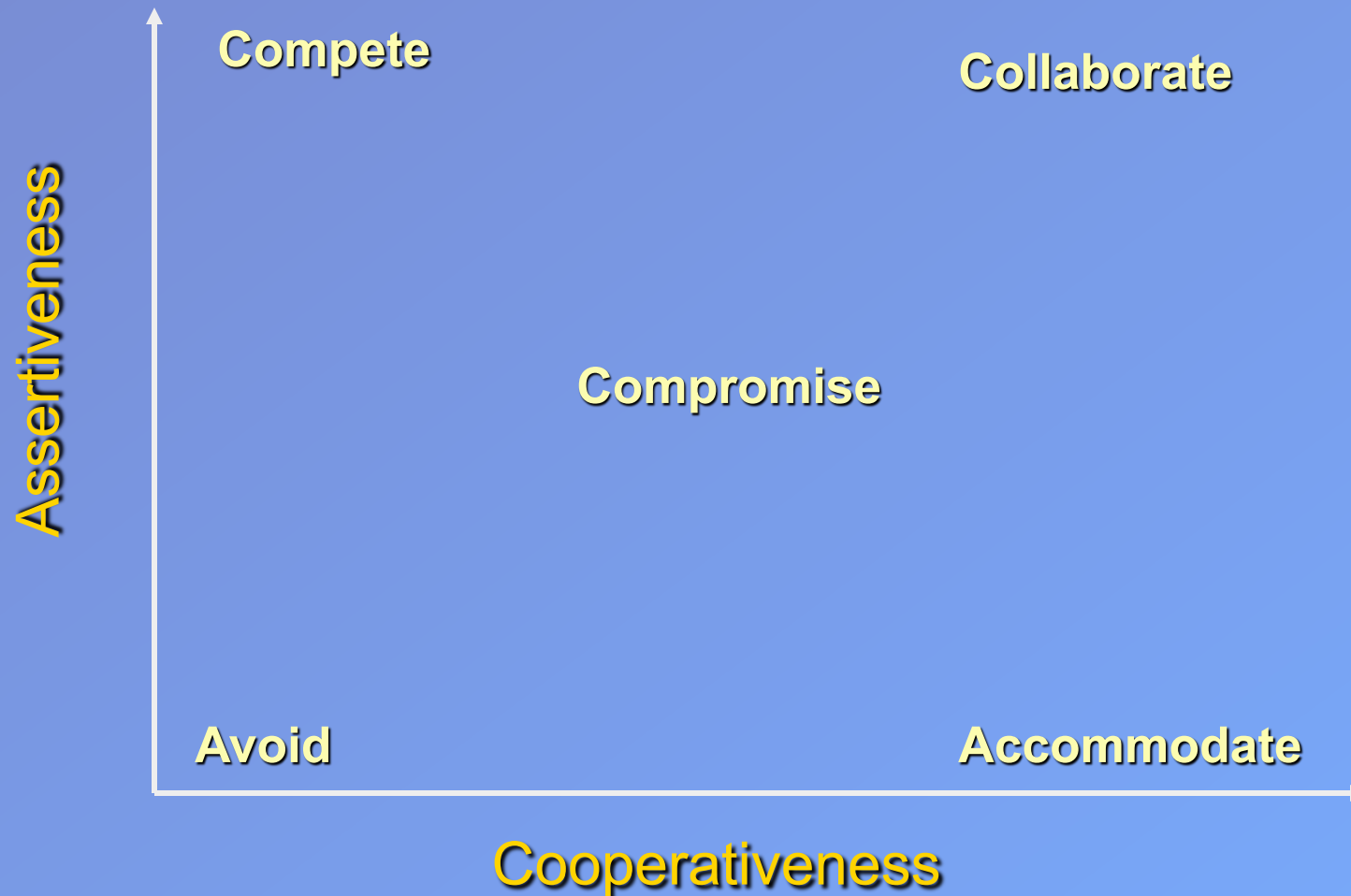
Thumb exercise

- 3 wishes
- Lock hands, thumbs up
- NO MORE TALKING
- 10 seconds to position thumbs



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Conflict Resolution Styles





Downward Detours

Non-verbals

- Body language - ?%
- Tone of voice - ?%
- Words - ?%

Emotional Barriers

- Resisting feelings

Defensiveness

- Thinking of a response

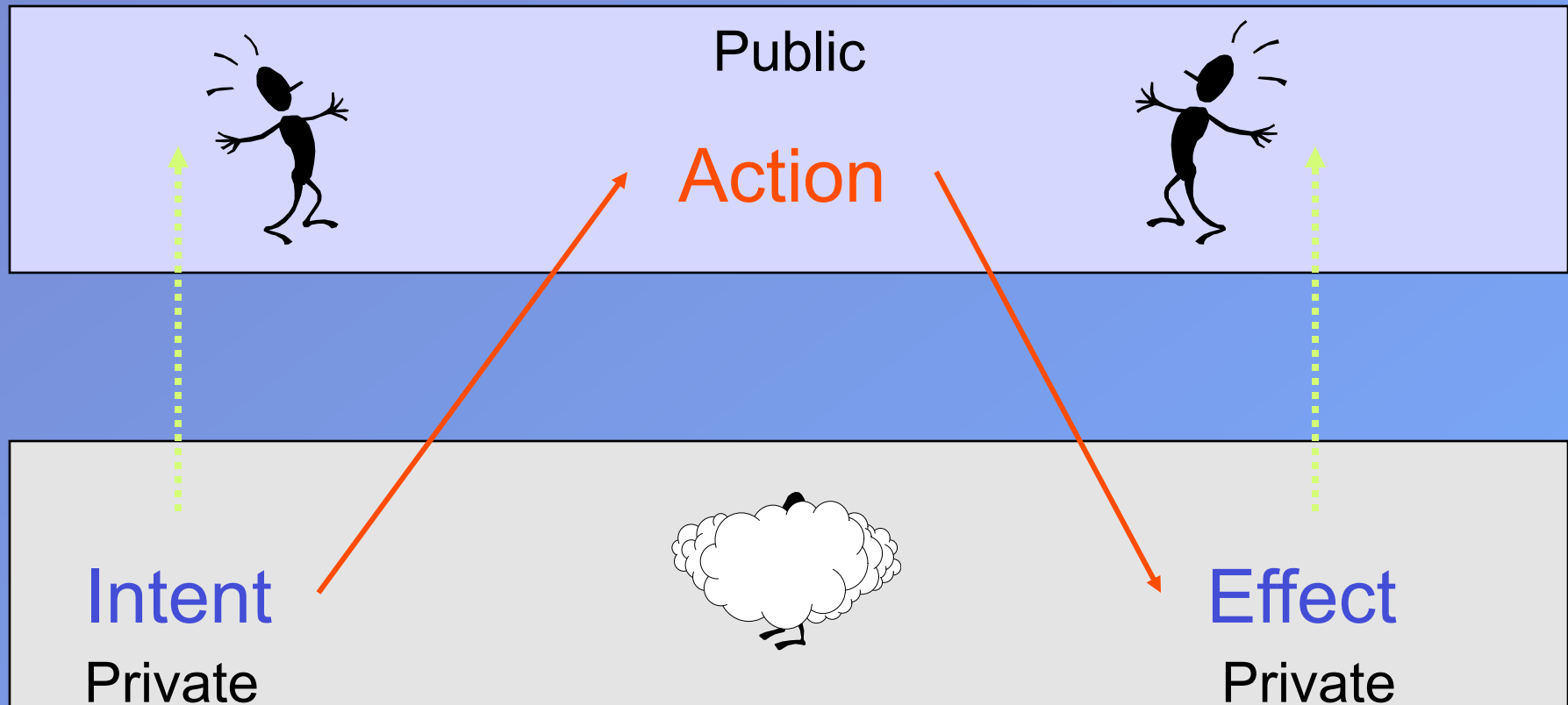
Judgments

- Hearing what we want



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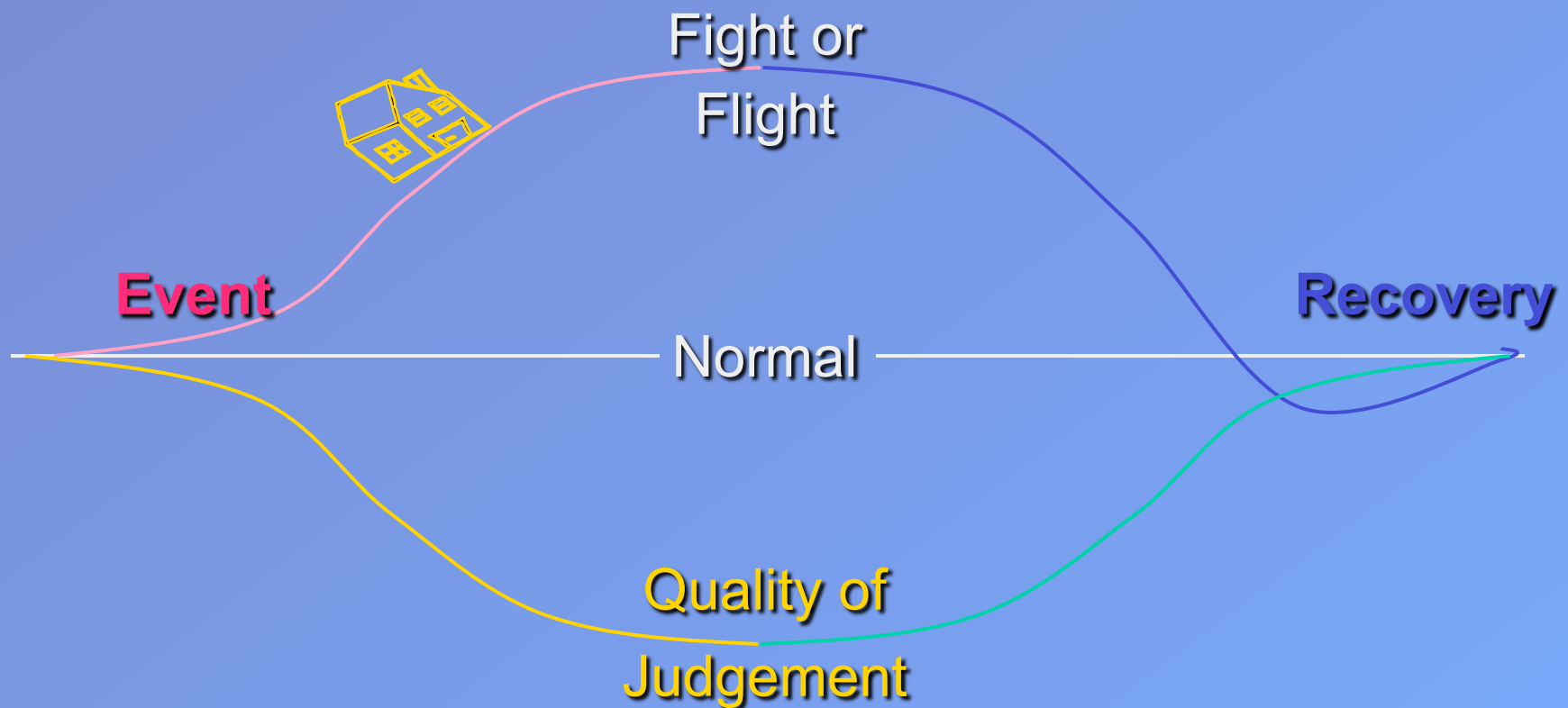
Intent -> Action -> Effect





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Anger/Arousal Cycle





Manage Yourself

- Be aware of your own stress/trigger
- Keep breathing
- Take it slow, keep it simple
- Support yourself (self-talk)
 - “I’m OK, let it go”
 - “They’re doing their best”
 - “Getting mad is not a good option”
- Shift focus to them and listen



Be Aware

- Verbal/non-verbal signs of triggering
- Impact of the environment on their ability to listen
- How they are receiving what you are saying:

I know you think you understand what you thought I said.

*But I don't think that what you heard
is what I meant.*



Effective Communication

- Stop talking
- Put speaker at ease
- Show you want to listen and understand
- Remove distractions
- Manage your emotions
- Don't judge or defend
- Empathize
- Paraphrase
- Be curious, ask questions



Show Empathy

- Use their name
- Repeat what, and recognize how, they communicate
- Agree where you can
- Assure them that their perspective is understandable
- Avoid explaining, correcting or problem- solving
- Use silence



Questions

- **Closed**
 - **Don't you...Is she...Wouldn't it...**
Can I....
- **Open**
 - **Who...What...Where...**
When... How...Why...



Plan Ahead

- Timing
- Respect your message and values
- Recognize and respect the impact
- R-E-S-T
 - Respect
 - Empathy
 - Succinctness
 - Truth



Shift Happens

