



Handling Difficult Situations

**Collaborative
Conflict Resolution
in the Workplace**



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**

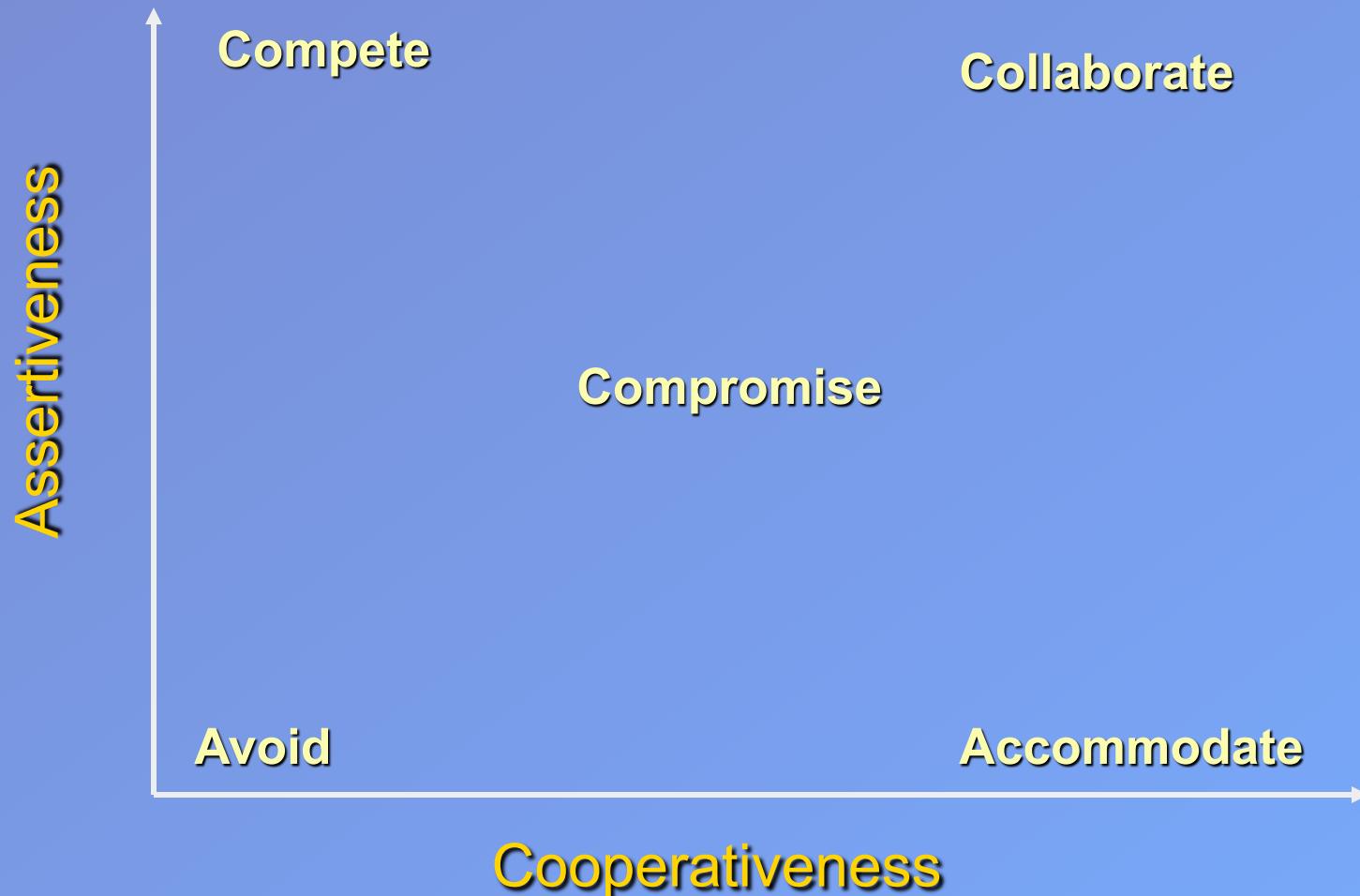


Thumb exercise

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



Conflict Resolution Styles





Downward Detours

Non-verbals

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

Emotional Barriers

- Resisting feelings

Defensiveness

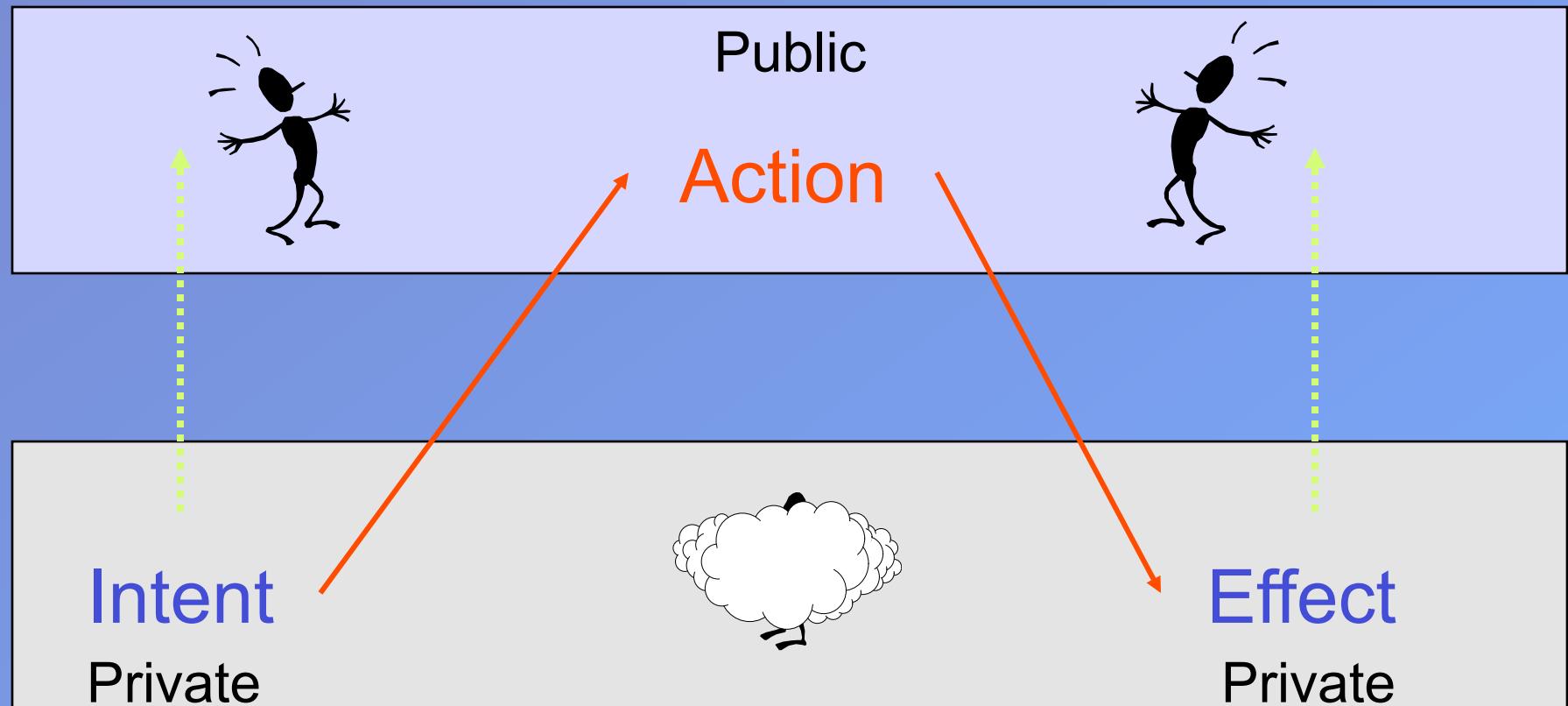
- Thinking of a response

Judgments

- Hearing what we want

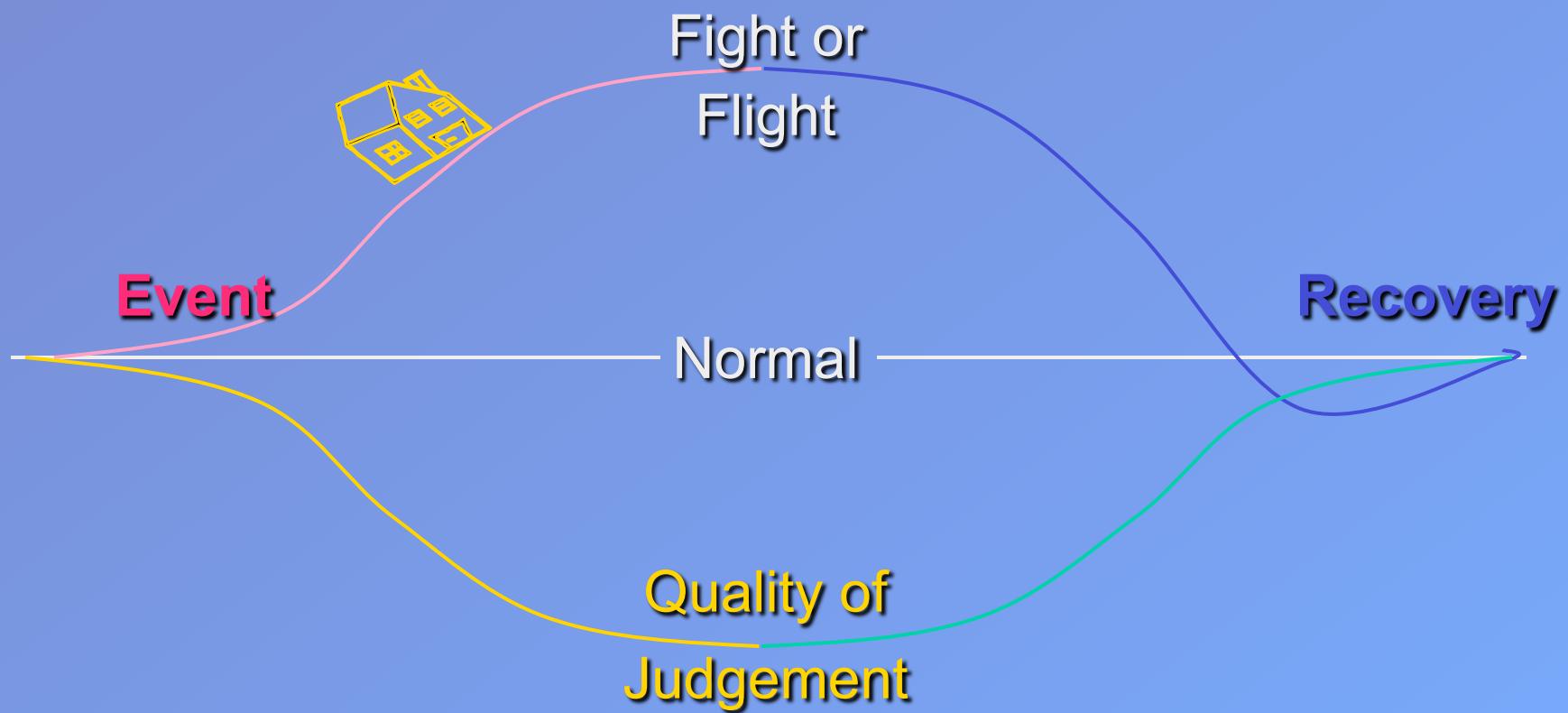


Intent -> Action -> Effect





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

