

Speaker Notes

Title of Presentation: Conflict Resolution

Page 1 – none.

Page 2 – none.

Page 3 – none.

Page 4 – As we'll see in the following slides, the way we perceive situations and other people directly affects the way we respond to conflict. Creative problem solving tools can help to keep the conflict from escalating as we'll see in the following slides.

Page 5 –

- **Personal issues** such as grief, marital discord, drug abuse and family problems, can intensify conflicts at work, and work-related conflict can intensify conflict at home.
- **Interpersonal conflicts** resulting from differences are sometimes referred to as "personality conflicts." They can sometimes be difficult to resolve and require an effort of both parties to try and gain understanding of the differences affecting each other's point of view.
- **Organizational issues** can cause tensions to escalate when people are trying to work within organizational guidelines/policies that some don't agree with or work standards which are difficult to meet. (Give examples of these types of conflicts and ask participants to give examples of their experiences or observations.)

Page 6 – (Ask participants to think about their own conflict styles as you go through this and the following slide.)

Page 7 – Our conflict styles can change depending on who the conflict is with and what the issue is. Example 1: If someone has a conflict with a superior, they are more likely to take an accommodating approach rather a competing one.

(Ask participants if they can think of different conflict situations where they may have used different conflict styles.)

Page 8 –

- **Emotional:** These responses are often misunderstood by others. Feelings such as frustration or hurt can often be expressed as anger (speaking in a loud voice or shouting) which escalates reactions and escalates the conflict.
- **Cognitive:** Our thoughts and perceptions about what the other person is saying, affect how we respond. Sometimes what we think we hear the person saying isn't what they really intended.
- **Physical:** When we become angry or defensive during a conflict the flight or fight response is activated. This is a physiological response which can lead to intensifying our response to the conflict.

Page 9 – All of these issues affect how we respond to conflict. Ask participants how they think the areas listed here and on the following slide would influence their perception and response.

Page 10 – none.

Page 11 – Managing conflict requires recognizing and challenging your own confrontational reactions and behaviors.

Finding a solution where both parties win is the best case scenario.

Developing communication techniques can help decrease the level of conflict. We will take a look at some techniques on the following slides.

Page 12 - Reflective listening – listen with full attention. Give feedback such as: "What I think I heard you say was _____."

Using “I” statements – With “I” statements you are taking responsibility for your own feelings and reactions while at the same time, letting the other person know how what they say or do affects you. Example: “When you _____, I feel _____, because I think _____.”

Values clarification – It can be helpful to clarify our own values while trying to understand the values of the other person. The differences in educational, social, ethnic and religious backgrounds play a large part in how we perceive and interact with others.

Avoiding generalizations - be specific rather than general. Avoid generalizations such as “always, never, everyone and nobody.”

Inform instead of giving orders – no one wants to feel they are being told what to do.

Page 13 – When entering into a conversation with someone on an issue that you know will be difficult and could lead to conflict, establishing ground rules at the beginning can help prevent the discussion from escalating into an argument.

Page 14 – none.

Page 15 – Ask participants for their input on these questions and offer examples. Keep in mind that there are no wrong answers.

Page 16 – Aggressiveness toward others:

In Combat: You make quick decisions and react instantly. Adrenaline is pumping which keeps you alert and awake and alive.

At home: you need to think about your reactions: inappropriate anger, over-reacting to minor things. Try waiting before your respond- count to 10 or walk away and discuss later.

Controlling emotions:

- In Combat: This was a must during combat and may have become second nature.
- At home: Not showing emotions and only displaying anger will hurt your relationships with family and friends. Showing emotions does not mean you are weak.

Discipline and taking orders:

- In combat: you had to follow the orders of your commander- it kept you safe and in control.
- At home: be open and honest with your communication and be prepared to negotiate a new way of handling things. There is no chain of command to go through for resolution.

Page 17 – none.

Page 18 – This can be given to participants as a handout to use in the presentation or to take home as a reference. If used in presentation, ask participants to think about a recent conflict and fill in information in blanks. Emphasize this not to turn in and they don’t have to share information with group if they aren’t comfortable in doing so.

Page 19 – none.

Page 20 – none.

Page 21 – none.

Page 22 – none.

Page 23 – none.