



Dispute Resolution Center
OF THURSTON COUNTY



Welcome to
***Conflict Happens! Skills for
Creating Balance***

October 2017

Agenda Review

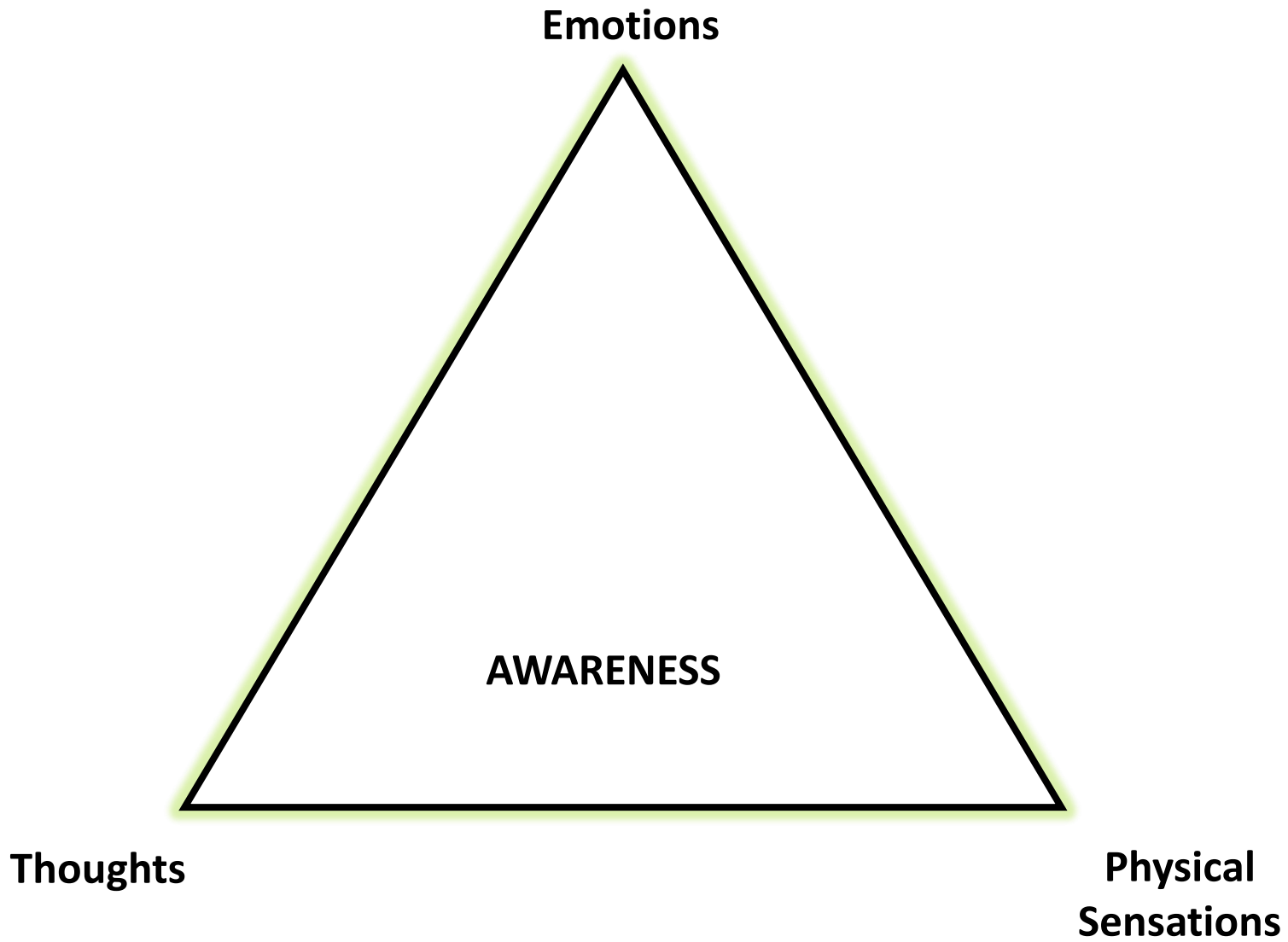
1. Overview and Introductions
2. 3 Foundations of Self-Awareness
3. Unpacking Thoughts and Strategies: The Iceberg
4. Unpacking Feelings: Understanding Emotional Intelligence
5. BREAK
6. Communication Skills- Active Listening, Reframing, Golden Questions
7. Setting Boundaries
8. Planning for Wellness & Balance
9. Next Steps & Closing Gratitude



Purpose:

- Gain self-awareness to understand your relationship to conflict.
- Practice using tools and apply skills to work through a conflict.
- Create a plan to resolve a current conflict.



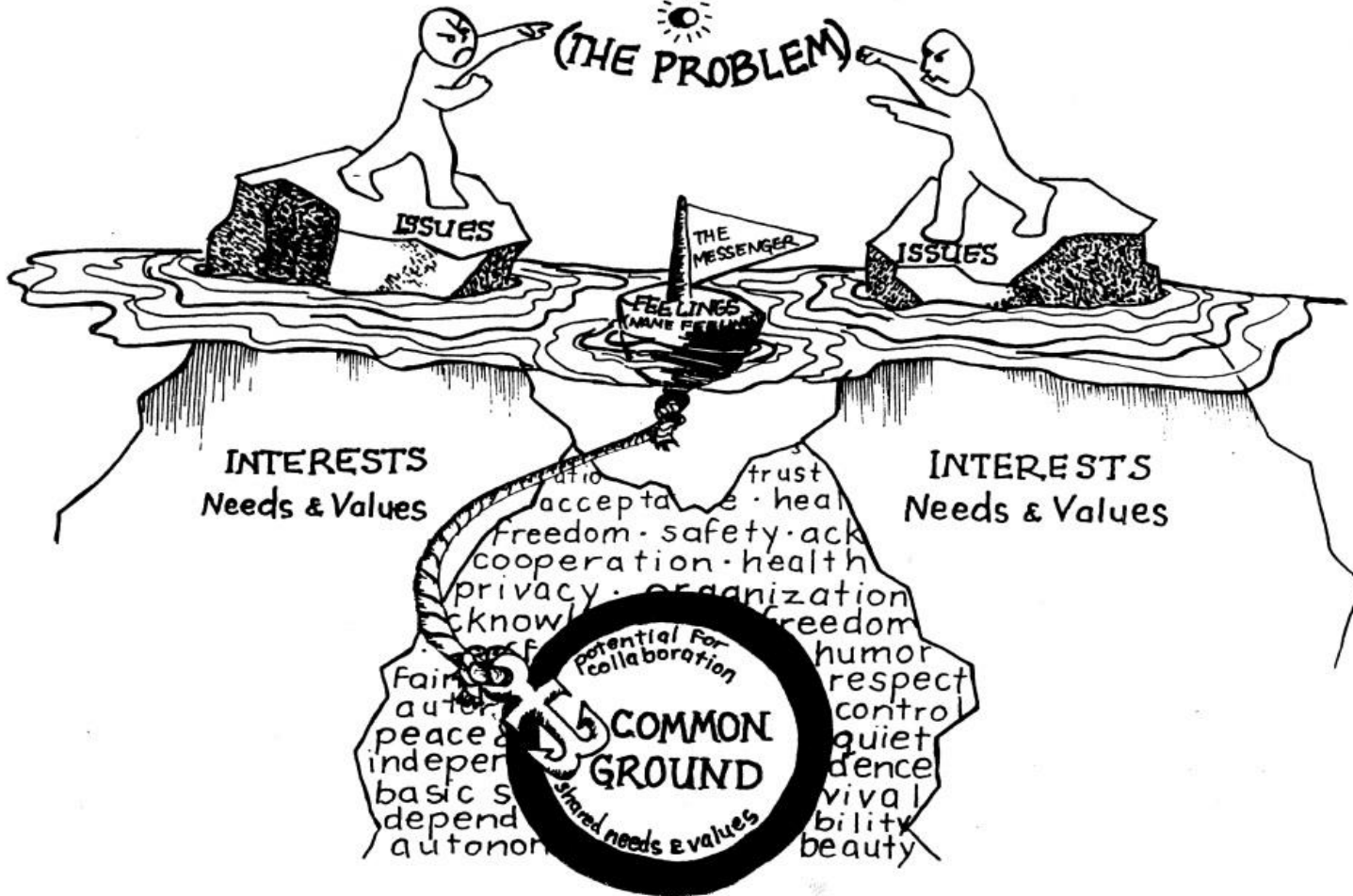


WHAT YOU HEAR

BLAME · FEAR · RIGHTEOUS INDIGNATION ·



(THE PROBLEM)



Identifying Issues and Interests

“I hate being his partner in this project! I’ve put all this work into it and his stupid mistakes make me look bad ”

Issue: **Project, workload, mistakes**

Interest: **Acknowledgement, Recognition, Credibility**

“I refuse to go talk to the new supervisor about this problem- he’s Mr. Superior and make me feel like an idiot.”

Issue: **Problem, New Supervisor**

Interests: **Support, Trust, Fair Treatment**

“This evaluation of me has way more to do with her than with me- it’s prying, sloppy and shows a total lack of understanding about my work.”

Issue: **Evaluation, Work**

Interests: **Privacy, Understanding, Privacy**



Iceberg Activity

In pairs:

1. Verbally, using your handout, identify two issues and two values.



5 Domains of Emotional Intelligence

1. Knowing one's emotions:

Self-awareness—recognizing a feeling as it happens—is the keystone to emotional intelligence.

2. Managing emotions:

Handling feelings so they are appropriate is an ability that builds self-awareness.

3. Motivating oneself:

Emotional self-control; delaying gratification and stifling impulsiveness underlies accomplishments of every sort.

4. Recognizing emotions in others:

Empathy builds on self-awareness and is the fundamental “people skill.”

5. Handling relationships:

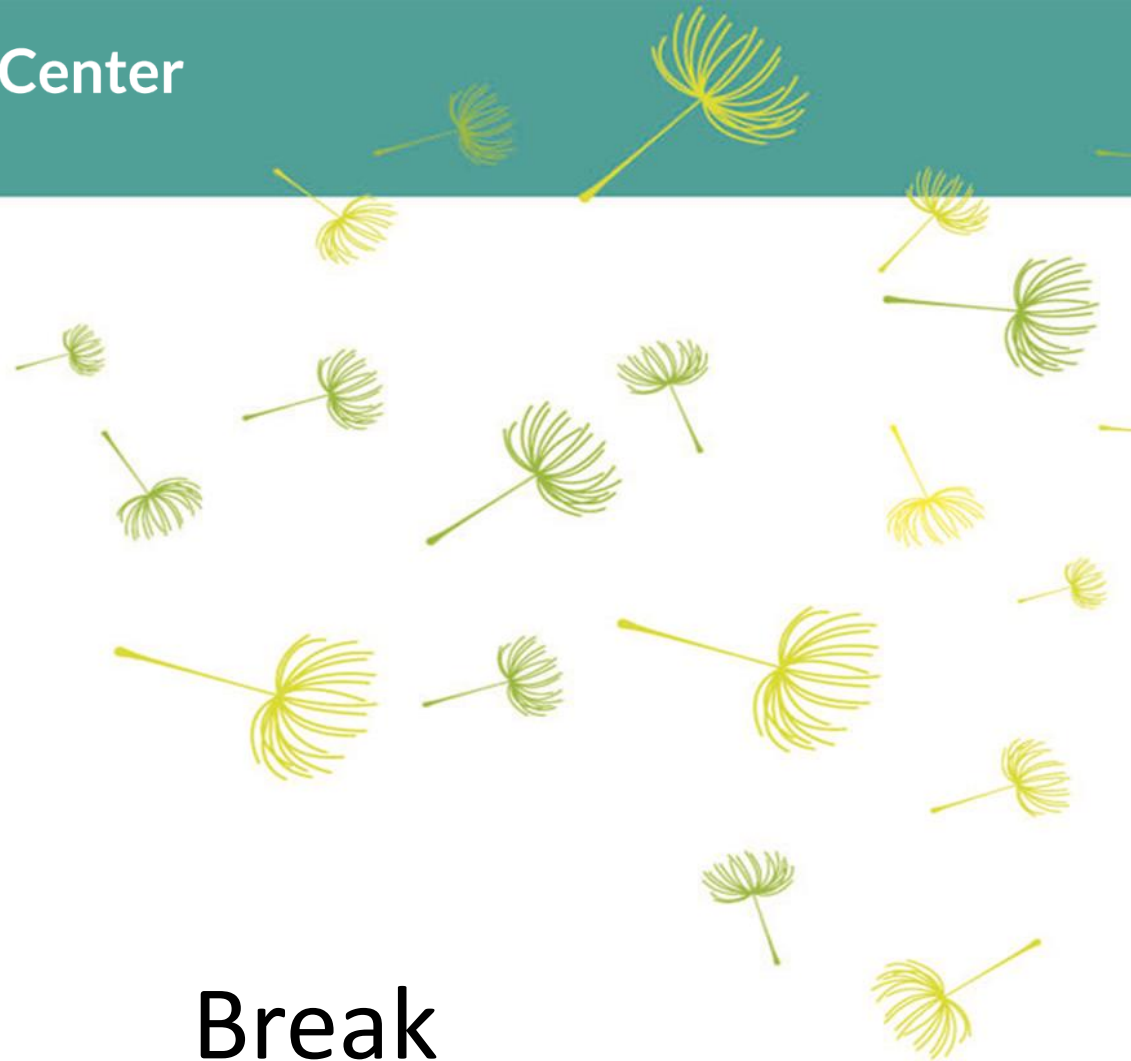
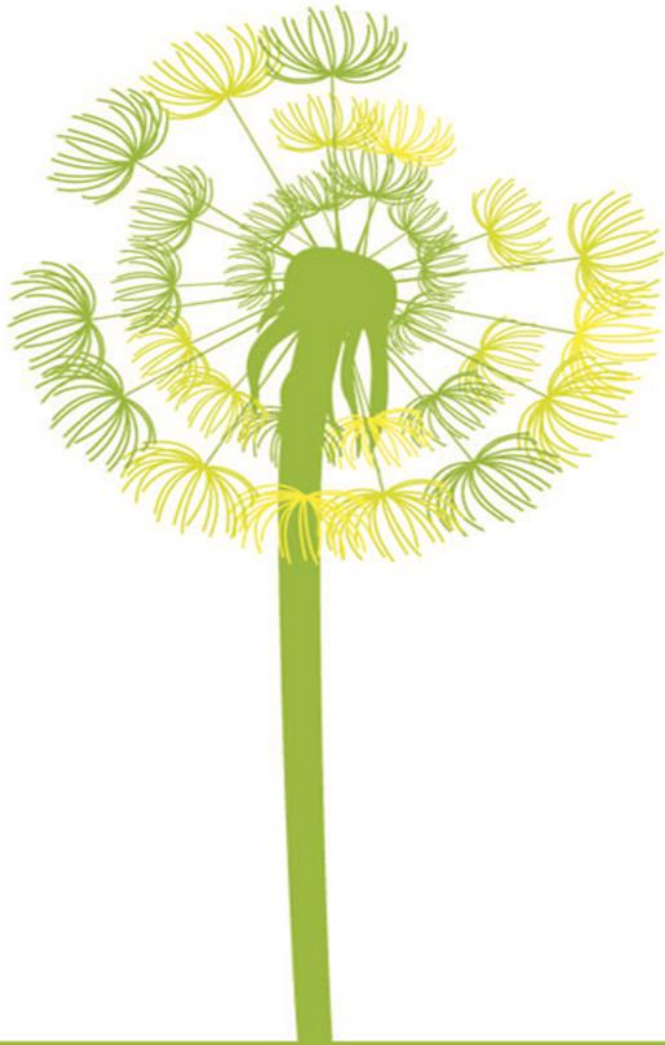
The art of relationships is, in large part, skill in managing emotions in others.



Building Emotional Intelligence

- Identify and label feelings
- Express Feelings
- Assess the intensity of feelings
- Practice delaying gratification
- Control impulses
- Reduce Stress
- Self-talk
- Read and interpret social cues
- Use steps for problem solving and decision-making
- Understand perspective of others
- Understand behavioral norms
- Hold a positive attitude of life
- Develop realistic expectations of oneself
- Nonverbal
- Verbal
- Non-defensive listening and speaking
- Use Artful Critique





Break
10 minutes

BODY BREAK- POWER POSES!

THE POSES:



Wonder
Woman



The
Victor



The
Villain



The
CEO



The
Subway
Guy



Communication Skills- Active Listening

ATTENDING

Giving non-verbal cues to show that you are paying attention

PACING

Matching the pace and energy of the speaker

REFLECTING

Saying back the factual and emotional content of what you heard

ACKNOWLEDGING

Showing that you really understand what they are experiencing....


Uses a feeling vocabulary

NOT.....

 **GIVING ADVICE**

 **AGREEING**

 **FIXING THE PROBLEM**

 **TELLING YOUR STORY
or PREPARING YOUR
STORY**

 **ASKING “WHY?”**



Communication Skills

In pairs:

1. One person share for 2 minutes a current issue you know needs resolving
2. The other person demonstrate active listening
3. Switch pairs



Communication Skills- Reframing

A tool for restating what you heard from a different angle, when what is said is very hurtful, blaming or attacking

1. names a need or a value
2. is stated in the positive
3. leaves the other person out of the feedback

Starts with:

“You really appreciate...”

“You value...”

“You work best when...”

For example:

Someone says *“He is such a two-faced back stabber, always spreading rumors about other people with his big mouth!”*

REFRAME: *“You really appreciate direct communication.”*



Communication Skills- Reframing Activity

In pairs:

1. On a 3x5 card write down **two statements** that are hurtful, blaming or attacking that you have heard at work.
2. Pass the card twice
3. Write down one reframing statements for each statement on the card you receive.

A rectangular card with a white background and light blue horizontal lines. The card is oriented vertically and has a thin black border.

Advanced Communication Skills

 **WONDERING**

Introduce new information while being non-judgmental

 **REALITY TESTING**

Asking hard questions

 **CLARIFYING QUESTIONS**

Gathering more information



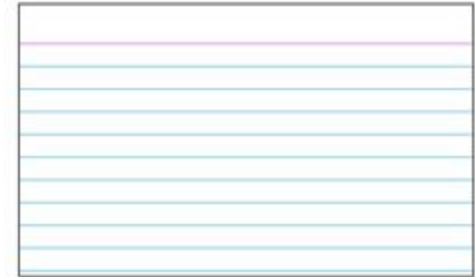
Communication Skills- Golden Questions

- *What do you most want me to understand?*
- *What is your greatest concern?*
- *What do you most want to have happen?*



Setting Boundaries: Stop Counterproductive Activities!

1. On a 3x5 card, each person write down all you can do to make sure you achieve the **worst result imaginable** in a conflict you have in your life.

A rectangular card with a white background and horizontal blue lines. The card is oriented vertically and has a thin black border.

2. Share what you have written with a new partner.

3. a. Go down your list and ask yourself, *“Is there anything I am currently doing that in any way resembles this?”* Be honest with yourself.

b. Go through the list and determine and which behaviors you are willing to stop doing and what’s your next first step.

4. Share what you have written with your partner.



Action Plan Activity

1. Using the handout provided, in about 5-7 minutes, complete the Action Plan.
2. For 5 minutes, share your plan with one other person.
3. Trade places and review their plan, too!





Gratitude Practice



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