

Handling Conflict...Well!??

David Brown.
Armagh Youth and Children.

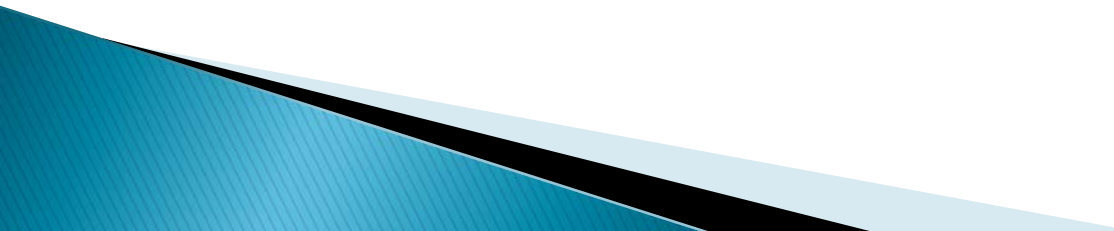
Conflict...Fight! Flight! Freeze!



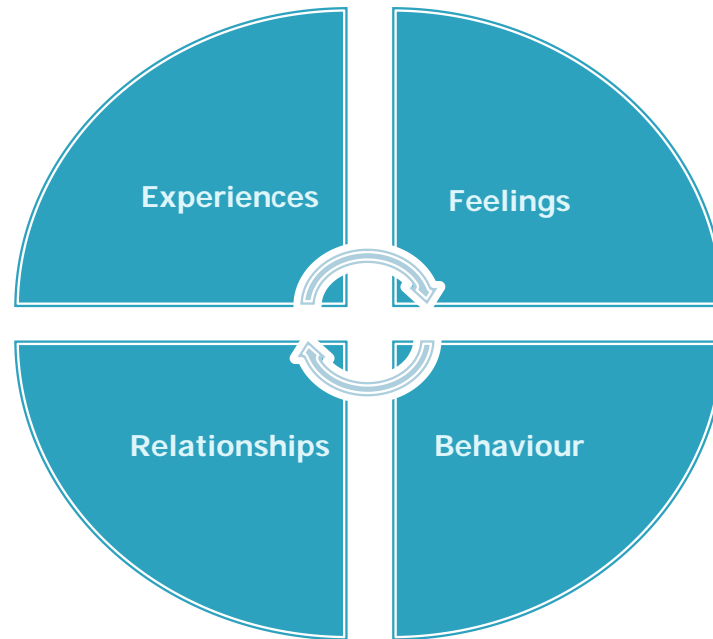
Defining Conflict...

CONFLICT –

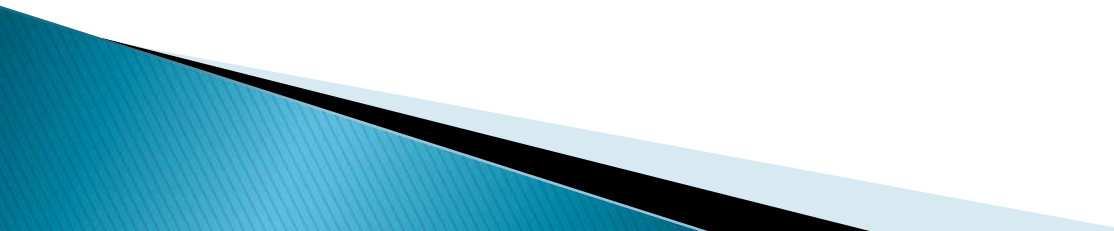
The processes or methods of:-
expressing and/or acting out inevitable
disagreements around organisational
goals, systems or interactions which arise
due to differences in attitudes,
perspectives, values, priorities, lifestyles,
perceptions and interests



The Conflict jigsaw....



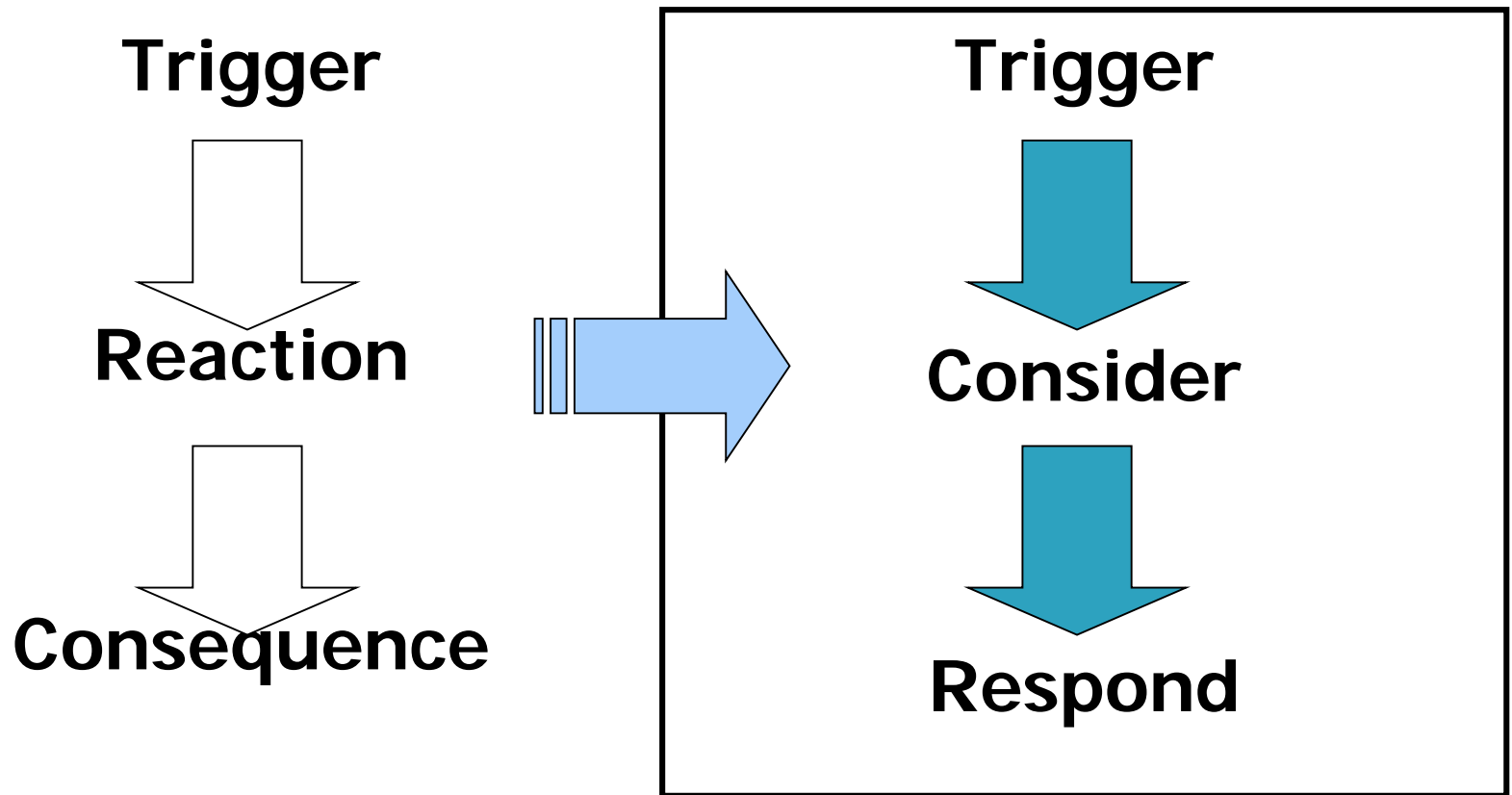
Five attributes of Emotional Intelligence...Goleman,

- ▶ Knowing one's emotions...
 - ▶ Managing emotions...
 - ▶ Motivating oneself...
 - ▶ Recognising emotions in others...
 - ▶ Handling relationships...
- 



You cannot not communicate

Conflict, responding to our “triggers”.

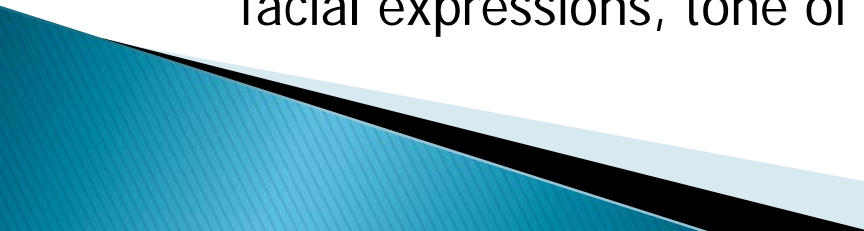


Skills for Dealing with Conflict

Meditative Communication is a system of core skills which can be used to enable change.

- ▶ **Focus on Interests, Not Positions...**

 - ▶ **Listening...**

 - ▶ You demonstrate that you are listening by:
 - Paying full attention. Listening without interrupting.
 - Asking appropriate questions at the appropriate time.
 - Asking Open-ended questions.
 - Your body language - 80% of communication is body language - making eye contact (culture specific): nods of your head: your facial expressions, tone of voice etc
- 

Skills for Dealing with Conflict

- ▶ **Paraphrasing** is to repeat back what the speaker has said *changing the words but not the meaning*.
- ▶ **Summarising:** At major transitions, such as after one Party has told his/her story and before you turn to the other Party, do an overall summary of major points, and ask for confirmation.

“Heat Down, Facts Out”



Assertiveness

W.I.N. FORMULA:

- ▶ **W** stands for **WHEN...** When you....(state specific behaviour you don't like).
- ▶ **I** stands for **I ...I feel** (express feeling or thought).
- ▶ **N** stands for **NEED ...I need/want...** (specify what you want to change).



*Management is about
arranging and **telling**.
Leadership is about **nurturing**
and **enhancing**.*

Tom Peters

Your take on how you handle conflict??

STAY: What works well for you and you should continue?

STOP: What gets in our way and you should discontinue?

START: What don't you do that would make you more effective and you should start?

