

CONFLICT CONFIDENCE

Self Awareness-

- Know your **HOT BUTTONS**.
- Be aware of your **CONFLICT ATTITUDE**.
- Recognize your **FRAME OF MIND**.

Hot buttons are behaviors in others that can upset or irritate you when you encounter them. It's important to be aware of what triggers your emotions so that you don't get caught off guard. We're able to remind ourselves, "They're likely not doing this intentionally; it's just a hot button for me."

Have you ever noticed how your attitude about something impacts the way you approach it? Consider your conflict attitude- are you dreading it or trying to avoid it? If we come into a conflict conversation with a negative attitude, we're likely to have a negative experience. If you change your attitude, and shift your focus toward collaboration, you'll yield more positive results.

Cognitive Reappraisal

- Regain **EMOTIONAL BALANCE**.
- Consider an **ALTERNATIVE**.

We experience an emotional reaction once we have made up our mind about something and determined it to be true. Taking a single moment to consider any other alternative opens ourselves up to other perspectives, and we regain emotional balance in that moment. Simplest way to do this... ask yourself "Could I Be Wrong?"

Consider the Intent

- Are you trying to **BE RIGHT** or trying to **SOLVE A PROBLEM**?

Change the narrative. It often does no good to "be right" in conflict. Be willing to work with the other person to find a mutual solution, rather than viewing the other person as the enemy who you need to convince your case to.

Find the Shared Purpose

- Where **COLLABORATION** can begin.

Slow down. Listen for understanding. Speak so that you can be heard. *Back of handout includes more tips to engage constructively.*

Every conflict happens in the context of collaboration – seek out the shared purpose. If you did not have a reason to collaborate, you likely would not have a conflict.

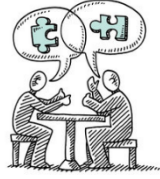
What Really Matters?

Go one level deeper to explore what is really important to each person. Avoid arguing about 'what I want vs what you want' – but ask the question: "What really matters here?" Once you understand what's truly important, now you have two people that can get creative in coming up with a mutually beneficial solution.

Commit to the Agreement



ENGAGING CONSTRUCTIVELY



Active Listening

SHOW UP. Avoid distractions and interruptions. Be attentive. Practice silence. Withhold judgement. Build trust and establish rapport. Hold good eye contact. Demonstrate open body language.

ENGAGE. Restate what you've heard the speaker say. Summarize. Paraphrase. Reflect the speaker's feelings. Ask for clarification for deeper understanding. Allow the speaker to navigate the conversation. Ask open-ended questions.

CONNECT. Empathize with the speaker. Demonstrate concern and understanding. Allow enough space for the speaker to share fully; waiting to share your own thoughts until the speaker is complete.

"Seek first to understand, then to be understood." -Stephen Covey

Communicating Assertively

RESPECT YOURSELF. Your wants, needs, and opinions are important.

BE DIRECT. Express your request in just a few easy-to-understand sentences. There is no need to over-explain your request. Keep it simple.

THINK ABOUT YOURSELF POSITIVELY. Avoid adding qualifying statements (i.e. "You'll probably think I'm crazy but...")

AVOID DEMANDING OR BLAMING STATEMENTS. Blaming statements typically start with "you" where assertive statements typically start with "I." (i.e. "you make me mad... you think... you should...")



PRACTICE. Practice saying "No." If you have a hard time turning down requests, try to say "No, I can't do that now." Practice this without hesitation and simply be direct. If an explanation is appropriate, keep it brief. At other times, practice saying "Yes." – Say yes to something you've been wanting to be part of.

HOW YOU SAY THINGS MATTERS. Do your nonverbals match your words? Consider your body posture, facial expressions, and eye contact. Also notice your voice tone, inflection, and volume.

USE THE "I" FORMULA:

- **I feel---** state your feeling
- **When---** describe behavior
- **Because---** concrete effect/ personal impact
- **I'd prefer---** offer a compromise or suggestion
- **Feedback---** "Am I being clear?"/ How do you view this situation?"

