

ESSENTIAL STRATEGIES FOR RESOLVING & MANAGING

CONFLICT



 **ISA**
FALL SUMMIT

THE CHANNEL'S BEST
PROFESSIONAL DEVELOPMENT EVENT

A MINDFUL MOMENT



10 WAYS TO START A FIGHT



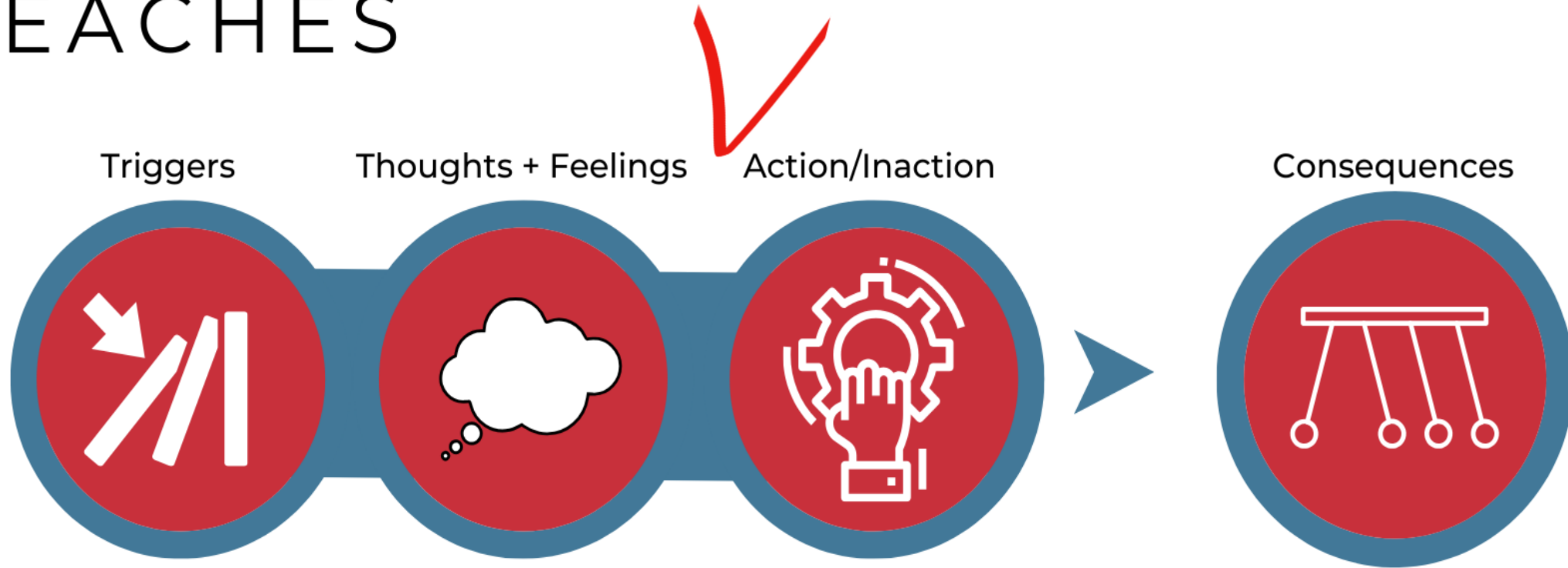


- 1.OVER-TALKING | IGNORING
- 2.POWER STRUGGLES
- 3.MOVING TARGETS | UNREALISTIC DEADLINES
- 4.CULTURAL ALOOFNESS
- 5.DISCRIMINATION | MICRO-AGGRESSIONS
- 6.SLOW TO EMBRACE CHANGE
- 7.YELLING
- 8.HARASSMENT
- 9.LYING | GOSSIPING | GASLIGHTING
- 10.PERSONAL CHALLENGES

WHAT MODERN CULTURE TEACHES

THE BEHAVIOR CHAIN

RUSH TO RESPOND, CLAP BACK, SKIP
EMOTIONAL PROCESSING, GOSSIP, HATE,
UNFRIEND, BLOCK, AND CANCEL



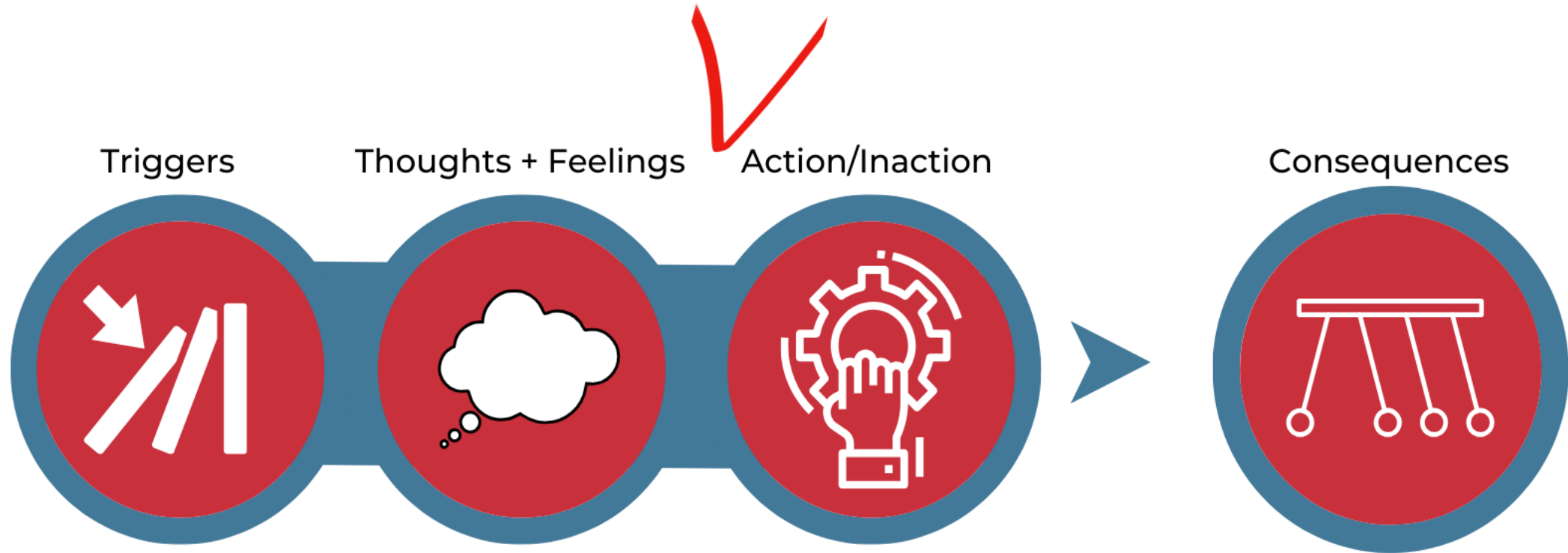
LET'S CREATE A NEW POSSIBILITY:

I engage in healthy conflict that improves decision-making, provides clarity, produces innovation, reconciles relationships, and restores workability.

A NEW POSSIBILITY

THE BEHAVIOR CHAIN

RECOGNIZE, REFRAIN, RESPECT, AND
RECONCILE





RECOGNIZE



Recognize your conflict communication style, then others.



REFRAIN



Pause long enough to actively listen.



RESPECT



Respect other people's space, time, and life experiences.



RECONCILE



Apologize with the end of mind. Collaborate on solutions.



RECOGNIZE YOUR CONFLICT COMMUNICATION STYLE



HOW DO YOU COMMUNICATE IN A CONFLICT...

- A. WHEN YOU INITIATE IT?
- B. WHEN YOU RESPOND TO IT?
- DESCRIBE WHY.

A SELF-AWARENESS AND ACTIVE
LISTENING EXERCISE

KEEP IT[©]

RATIONAL/
PERSUASION



EMOTIONAL/
FEELINGS



AUTHORITATIVE/
STATUS



LOGICAL/
DATA



RECOGNIZE AND RESPOND USING THE INITIATOR'S COMMUNICATION STYLE BEFORE DEFAULTING TO YOUR OWN



REFRAIN AND LISTEN
WHEN YOU'RE TRIGGERED.



BETTER LISTENING = BETTER OUTCOMES

- Maintain eye contact
- Avoid distractions
- Pay attention to verbal and non-verbal cues
- Acknowledge the conflict initiator's perspective when it's different from mine



RESPECT PEOPLE



CHECK YOUR



Motive | Environment | Style | Stories



RECONCILE RELATIONSHIPS



SOLUTIONS, NOT FIGHTS

PREPARE
constructive
feedback. Avoid
destructive
criticism.

ISOLATE
and define the issue
or behavior. Avoid
personal attacks.

COLLABORATE
with others to solve
problems. Avoid the
win/lose mentality.

KEEP
your word and
agreed upon
resolutions. Don't
revert back.

QUESTIONS?

It's time to  ™



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