



Communication and Conflict Management Skills





The Line Exercise

Agree

Disagree



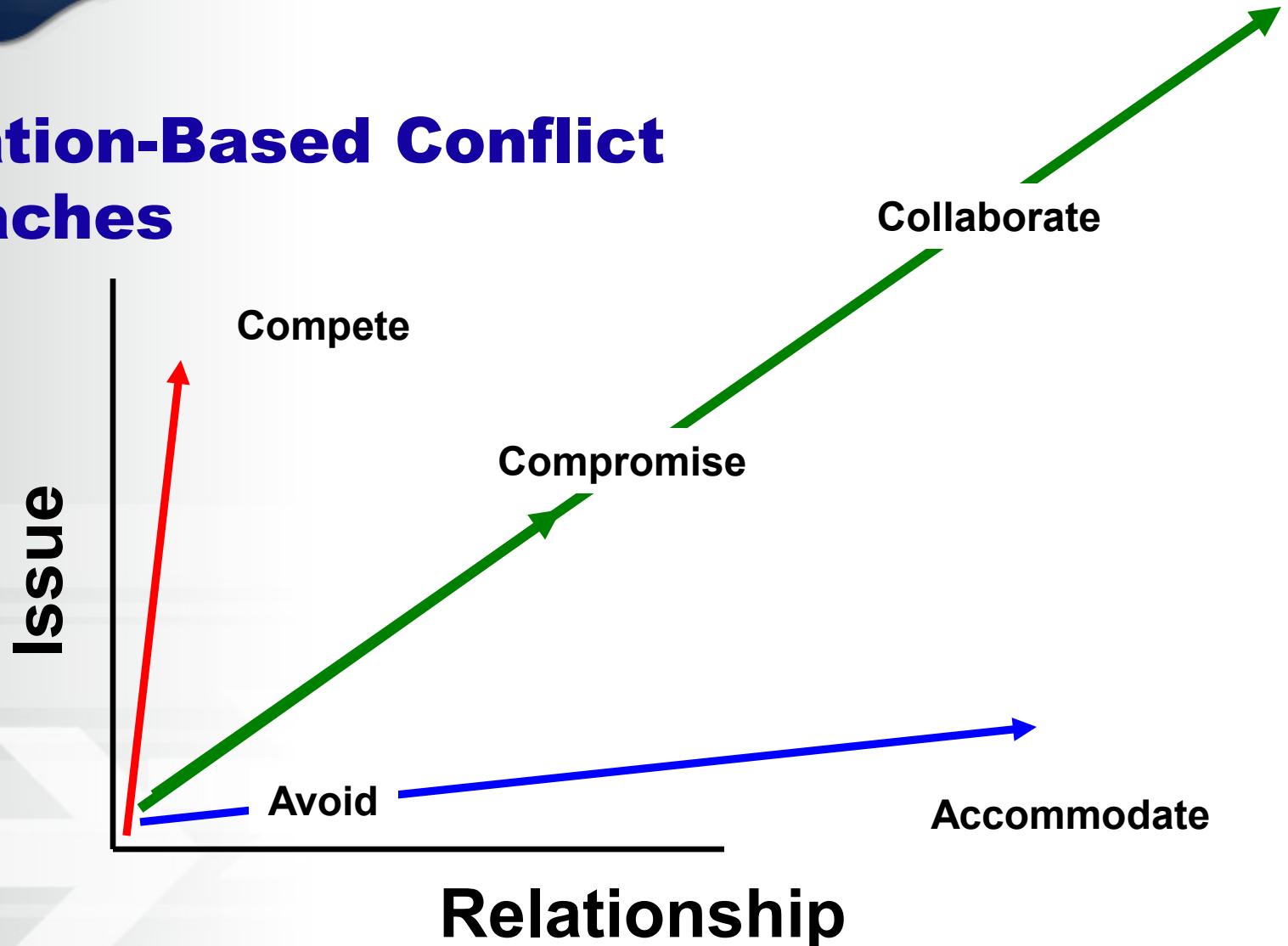


“The Agree/Disagree Line” Exercise

- ➔ Collaboration is the same as compromise.
- ➔ “Win-win” is a myth.
- ➔ A good deal means no one likes the final deal.
- ➔ Collaboration requires consensus.
- ➔ Interests/concerns are touchy-feely b-----.



5 Situation-Based Conflict Approaches





A *Dispute*...

The background of the slide features a black and white photograph of a lighthouse silhouette against a cloudy sky. The lighthouse is positioned centrally, appearing as a dark, jagged shape against a lighter, textured sky.

The Facts
The Law(s)
The Positions

Misunderstandings
Perceptions
Emotions
Interests
Concerns
Feelings
Beliefs
Values
Needs
Fears



Improving Your Conflict Management Skills: The Power of Self Awareness



Everything that irritates us about others can lead us to an understanding of ourselves.

- Carl Jung





What Do These Things Share in Common?

- Going with your 'gut'
- Emotional 'triggers'
- 'Snap' judgments
- Visceral reactions
- Biases and stereotypes





The Anxiety Response

Triggers



Fear

→ Leads to “Fight, Flight, or Freeze” instincts



Fight, Flight, or Freeze: a Barrier to Problem-Solving

When in “Fight, Flight, or Freeze Mode” our conscious, productive, listening and impaired.





Increasing Self-Awareness:

- Ask yourself what are your triggers
- Learning to better control your fears involves letting go of fixed outcomes and working to address interests/concerns at stake
- Reframing problems as issues rather than positions
- Improving your active listening skills

DISCUSSION

- *How can you improve your own self-awareness and better recognize when your 'reptilian' brain is in control?*



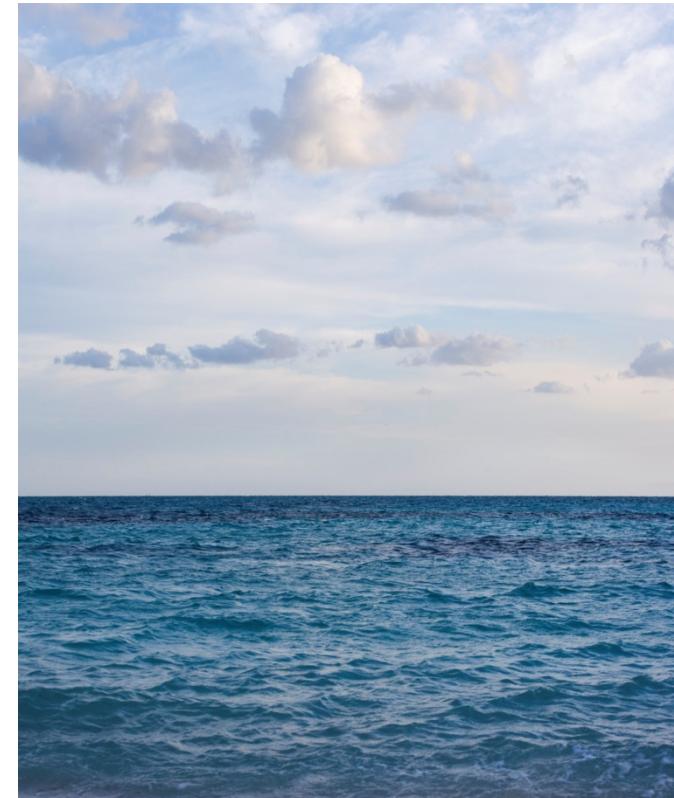
Are you an ‘effective listener’?





CALM the Conflict

- C oncentrate
- A nd
- L isten
- M ore





Effective Persuasion Techniques when Problem-Solving-4 Key Steps

- A sk
- L isten
- L earn
- L ead





Effective Problem Solving Process

- Happens in 2 distinct phases
 - 1st - Conversation
 - 2nd - Collaboration
- Without the conversation, there can be no collaboration . . .



CONVERSATION Phase



- The parties to a problem-solving discussion seek to understand and define the problem. This includes identifying the interests of all those impacted by the decision.

What are we trying to solve? and why are we trying to solve it?



Necessary Questions in Conversation Phase

- Who?
- What?
- When?
- Where?
- Why?



COLLABORATION Phase

- The parties use the information they've gathered during the conversation phase to identify possible solutions to the problem and then determine which of those ideas best meets the needs of both sides.



What is the best solution considering the facts and interests at stake?



Necessary Questions in Collaboration Phase

- How?
- Why not?
- What about?



How do you define conflict?





Want to learn more about FMCS services?

Please contact me!!

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