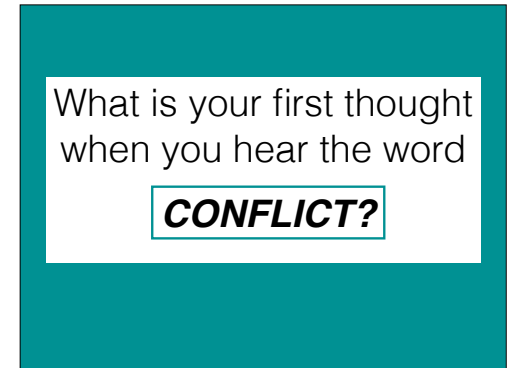




1



2



3



4



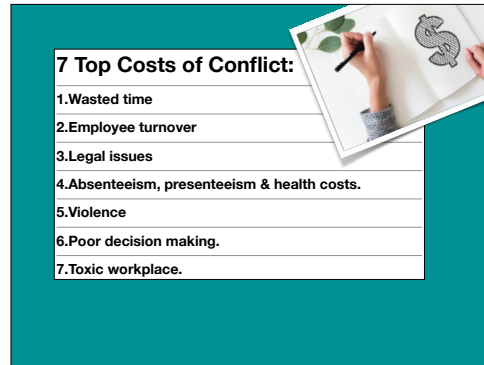
5



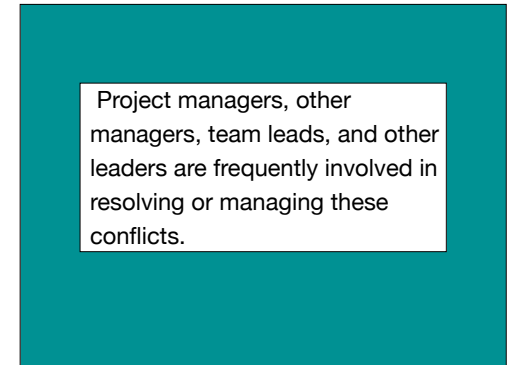
6



7



8



9

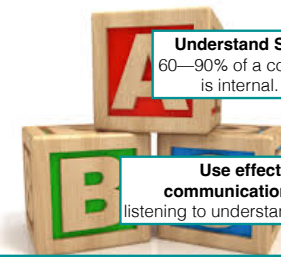
You need conflict management skills to help others as well as yourself!

10



How I approach conflict transformation.

11



Understand Self
60—90% of a conflict is internal.

Use effective communication tools:
listening to understand, reframing

Be curious about others and the situation. Use open ended, non judgmental questions. Assess what might be causing the conflict.

12

To a hammer, everything looks like a nail.



Paraphrased from Abraham Maslow 1966

13

Conflict & Communication Tool kit



14

Conflict is

Normal!

It's what we do with it that makes the difference.

15

Approaches to Conflict

- All can be useful.
- All have strengths and weaknesses.
- The more approaches we are able to use appropriately, the better our communication tool kit



16

What do you tend to do in a conflict with your team?

(Take the quick poll and indicate your fallback response)

- Avoid
- Fight
- Compromise
- Please
- Collaborate

17

Reflections

- Are there approaches you are not using that would help you? How could you try them out?
- What about your colleagues' conflict styles? How do they mesh/ clash with yours?



18



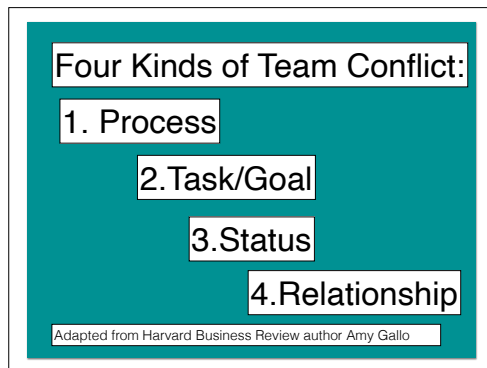
19



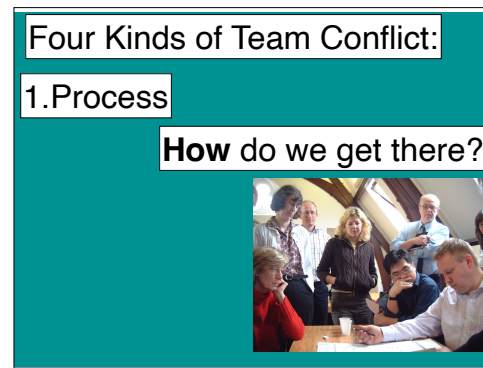
20



21



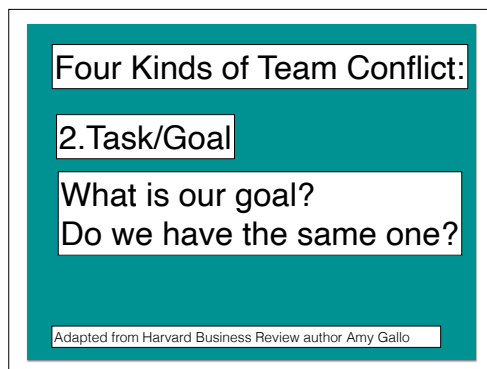
22



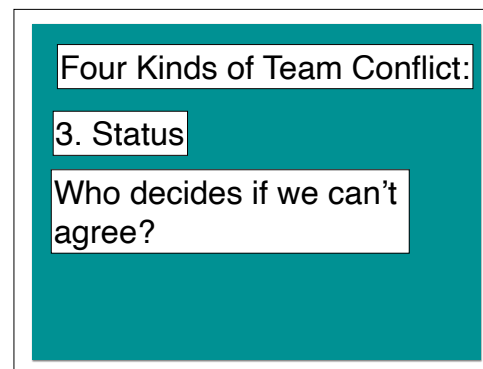
23



24



25



26



27

Four Kinds of Team Conflict:

4. Relationship

What assumptions, resentments, misunderstandings are fueling disagreements?

Sorting Team Conflict
<https://conflictremedy.com/sorting-team-conflict/>

28

Four Kinds of Team Conflict— or messy mixture?

Even if you have a messy mixture, assessing the conflict cause(s) makes it easier to transform.

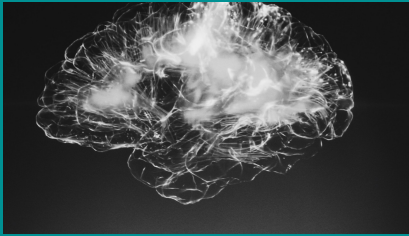
29

The Power of Stories



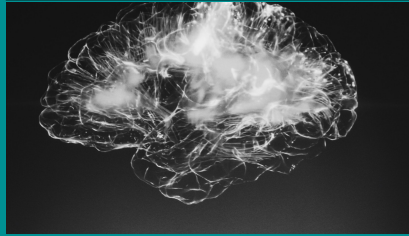
30

We encode and remember our stories. Not what happened.



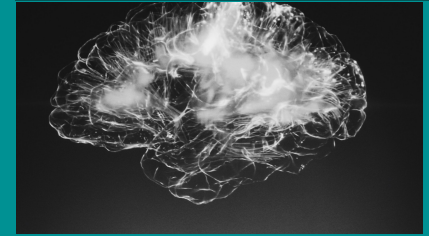
31

And each one of us has a *different* story.



32

How we *frame* the story, affects the outcome.



33

The Power of Stories



That's my story, and I'm stuck with it.
—Oliver Hardy
FALSE

34

Our stories

are not

Facts

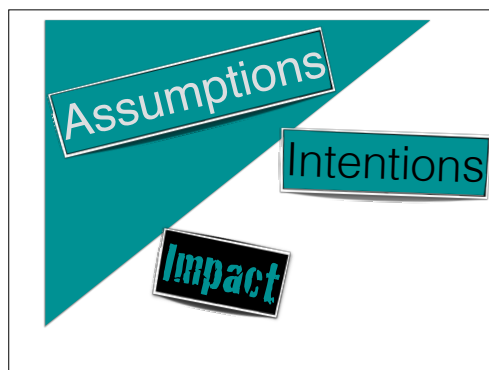
35

Feelings

are not

Facts

36



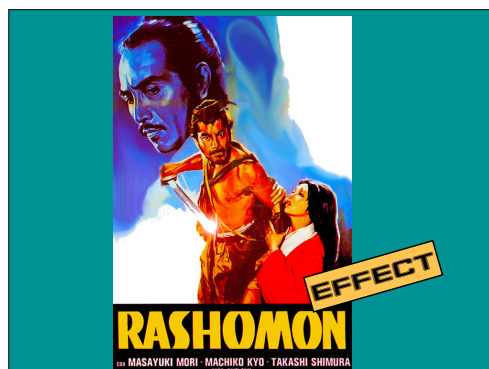
37



38

You *can* change your story to heal conflict and open up understanding.

39



40



41

You *can* change your story to heal conflict and open up understanding.

Is there a negative story you can change in a miscommunication you're having?

The story I'm telling myself about what they said/did is.....

42

How can you change your story about someone/something?

43

Is your story true?

Are you sure?

How do you know?

How would the other person tell the story?

What better story is possible? (Use your imagination).

What would change with a better story?

44

Reflection.

Is there a negative story you can change in a miscommunication you're having?

The story I'm telling myself about what they said/did is.....

Write it down (in your notes or private chat) or tell people in your breakout group.

45

Special Challenges with Peers and team members.

Inner:

What is your story about them and the project?
Can you reframe? Can you all be (somewhat) right?

46

Special Challenges with Peers and project team members.

Communication (outer):

How can you LISTEN with true curiosity and respect?
And also share your perspective?

47

Switch from blame to contribution.




Lorraine Segal ConflictRemedy.com

48



49



- A free article on *The High Cost of Conflict at Work*. (scroll down and request)
- 185+ articles on the blog.
- Information about my services.

<https://ConflictRemedy.com>

50

For a more lighthearted approach to conflict, mistakes, forgiveness...



How many big mistakes can you make and still have an amazing life? Quite a lot, it turns out....

Now available on **Amazon** and through independent bookstores, too.

<https://conflictremedy.com/book>

51