

Conflict Resolution Tactics

WORKSHOP FOR THRC



Nice to Meet You

Basically) a real-life Olivia Pope.

Former jury trial lawyer, turned conflict strategist, mediator, negotiator, crisis manager, and executive life coach.

I help people stand their ground when the stakes are high, and show them a pathway though conflict so they get to the end of the tunnel sooner and in one piece.

Susannah Margison, BSc, JD, CPC, ACC (She/Her)



2 reasons why conflict escalates

People FEEL like they're being disrespected (i.e. being disregarded, not being believed, disliked, dismissed, judged)

People FEEL like they're losing or at risk of losing something important to them (i.e. not getting their way or being taken advantage of, unhappy with the outcome)

"I've learned that people will for you said, people will forget what but people will never forget how them feel."





It's not what you say, it's what you convey

Your vibe is by far more impactful then whatever words you're picking up from chatGPT.

So A: you need to generate some awareness about what your general vibe is and then B: do a vibe check with yourself in the moment



How do I fix my vibe?

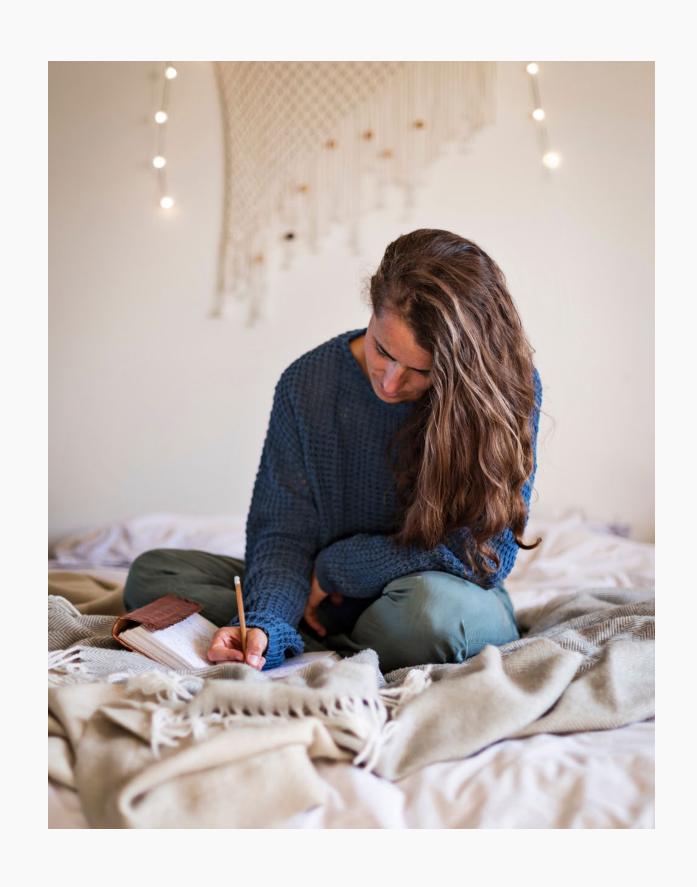


What are your tricks?

How do I fix my vibe?

- Your vibe is a combo of your thoughts, emotions, and your actions, the way you look at things, your attitude... you get the idea.
- SOMETHING happens
- You form a THOUGHT
- An EMOTION is generated
- You ACT out of emotion and then
- have to live with the RESULT.





Map out the scene...

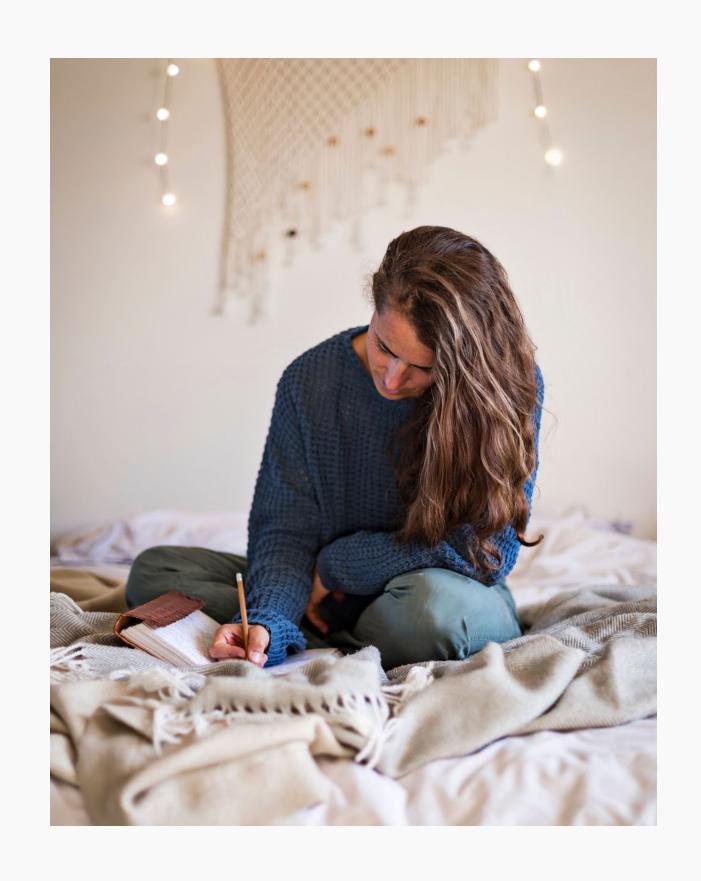
What happened? (S)
What story am I telling myself? (T)
What emotions am I noticing? (E)
What action am I considering/did I take? (A)
What's the likely result/ what was the result? (R)

THE 7 LEVELS OF CONFLICT ENERGY

| VICTIM | "I ALWAYS LOSE" | You feel like you're completely powerless in the situation and there's no use in trying to do anything about it. |
|------------|--------------------------------------|---|
| ANTAGONIST | "I WIN, YOU LOSE" | Someone else is always to blame for whatever you're encountering. Other people are always out to get you. You need to force people to help you. |
| PERSUASIVE | "I NEED TO WIN, THEN YOU CAN WIN" | You'll try and persuade the other person that they should see things your way (or persuade yourself to tolerate a less-than-ideal outcome). |
| CAREGIVER | "YOU WIN" | You're all about putting the other person first, even if that means your own needs won't be met. |

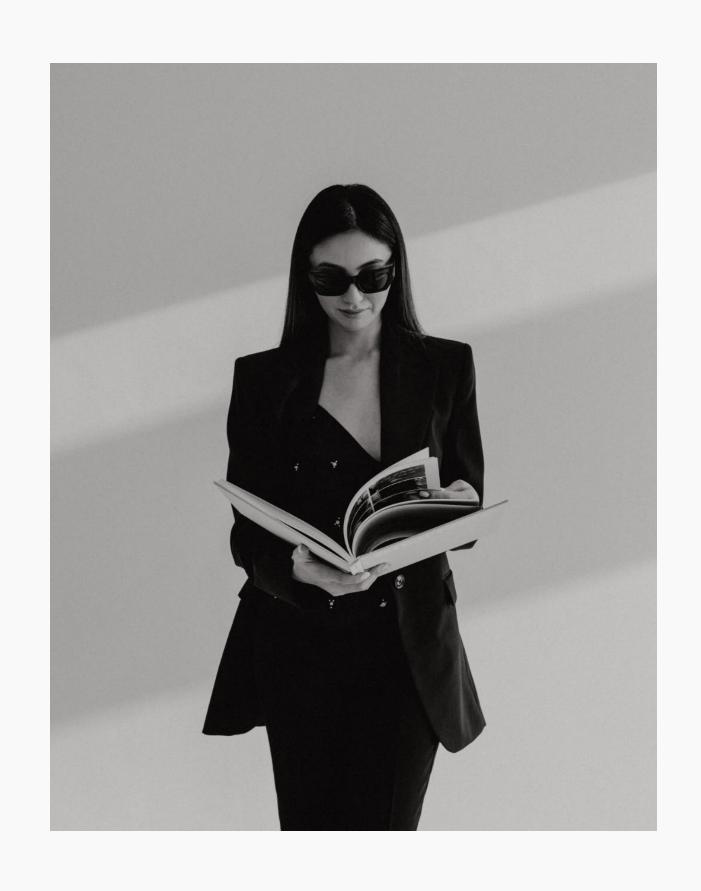
THE 7 LEVELS OF CONFLICT ENERGY

| CAPITALIST | "WE BOTH WIN OR WE DON'T PLAY" | You capitalize on the opportunity presented by the situation and find a solution that benefits everyone, not just you. |
|--------------------------|--|---|
| VISIONARY | "EVERYONE ALWAYS WINS BY VIRTUE OF PLAYING THE GAME" | You see everyone and everything as interconnected find value in every experience and every conversation, even if it isn't immediately apparent. |
| PURPOSEFULLY DETACHED | "WINNING AND LOSING ARE ILLUSIONS" | You are in no way carried away by your emotions, and that mean's they're able to be completely objective and strategic in their response. |



Map out the scene...

- (S) Parent yelled at me because I gave child a bad grade
- (T) This parent clearly doesn't respect me.
- (E) Frustration
- (A) Try to be as professional as possible, but go home and eat a tub of ice cream
- (R)- Wish I hadn't eaten the ice cream and will still feel resentful of the situation

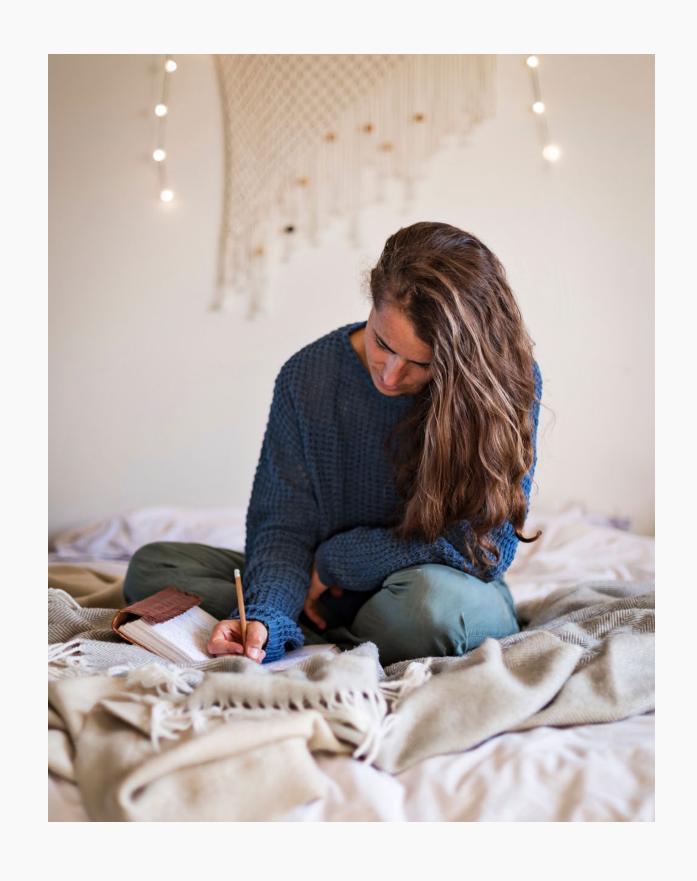


Ideal you...

Ask yourself - WHAT WOULD IDEAL ME DO/THINK OF THIS/NOTICE ABOUT THIS EXPERIENCE?

What do you want (notice I said WANT not need - has to be genuine) to convey?

What thoughts, beliefs, emotions, or behaviours would be in line with what you want to convey?



Reframe...

- (S) Parent yelled at me because I gave child a bad grade
- (T) This parent is worried about their kid and trying to find a solution. Maybe this is a chance for us to work together
- (E) Curiosity
- (A) Let them know that I'm committed to their kid's success and I'd like to work together to do that. Use acknowledging & validating tool. Invite to a meeting later on to discuss calmly.
- (R)- Parent agrees to come to the meeting. Proud of myself for de -escalating the situation.



70% of your satisfaction with the going to depend on your mind knowing that you met your own in the interaction.

BOOKS, EXPERIENCE, JUST MAKES SENSE

Enter your secret weapons:

10 tried, tested and true tactics for

 maintaining a constructive, respectful dialogue, focused on resolving conflict and achieving mutual goals.

Safety First.

THIS PRESENTATION IS NOT MEANT FOR CRISIS DE-ESCALATION AND MAY NOT BE EFFECTIVEIF SOMEONE IS EXPERIENCINGA MENTAL ILLNESS I'M ASSUMING WE'RE DEALING WITH PEOPLEIN THE GENERALPOPULATION, AND NOT A MENTAL HEALTHCRISIS.

1. Acknowledge and Validate

- What It Is: Recognizing and affirming the other person's feelings, without necessarily agreeing with their perspective.
- Why It Works: Emotions are always valid, even if the thoughts behind them aren't. Acknowledging emotions can calm people down and make them feel heard.
- Example: If an employee says they feel singled out for being late, you can say, "I understand it can be frustrating to feel like you're being singled out. That makes sense."

Good places to start...

- It sounds like...
- It seems like...
- It can be (insert empathetic emotion) when...
- That would be a lot to handle. First you had to (paraphrase what they had to do), and then you had to (paraphrase next thing)
- No wonder you're (emotion), you've just had to deal with (situation)
- Feeling (emotion) after (event) is completely reasonable
- It's totally understandable that you would be (emotion) if you perceived the situation to be...

2. Mirroring

- What It Is: Repeating the last few words the other person said, but with a curious tone. (Remember CONVEY > SAY)
- Why It Works: It encourages the other person to elaborate, helps them feel understood, and buys you time to process and think.
- Example: If they say, "I feel like you're singling me out," respond with, "Singling you out?"

3. Check for Clarity

- What It Is: Asking for permission to check if you're understanding correctly, then repeating back what the other person has said.
- Why It Works: It shows you care about getting it right, builds trust, and ensures both parties are on the same page.
- Example: "I want to make sure I understand. You're saying you feel like you're being singled out, and traffic has been bad lately. Did I get that right?"

4. Apologizing

- What It Is: Offering an apology when appropriate, especially if you've made a mistake or if an apology would help smooth things over.
- Why It Works: Apologizing shows humility and can defuse tense situations.
- Example: "I'm sorry for the discomfort this situation has caused. That's not what we want here."

5. Get Ahead of It

- What It Is: Addressing potential concerns or fears the other person might have early in the conversation to prevent escalation.
- Why It Works: This tactic disarms the other person by showing that you've anticipated their concerns and are being proactive.
- Example: "I want to talk about your arrival times, and I don't want you to feel singled out, so it's important I tell you that I'm addressing this with others as well."

6. Stick to the Facts

- What It Is: Focus on objective, verifiable facts rather than opinions or assumptions.
- Why It Works: Sticking to facts avoids emotional reactions and keeps the conversation focused and productive.
- Example: "I've noticed you've clocked in late for the last five days," rather than, "You're always late."

7. Avoid Absolute Language

- What It Is: Avoid words like "always," "never," or "every," which tend to exaggerate and provoke defensiveness.
- Why It Works: Using less extreme language makes it easier for the other person to accept the feedback.
- Example: "You've been late a few times recently," instead of "You're always late."

8. Cards on the Table

- What It Is: Being upfront and honest about your thoughts or feelings to encourage openness from the other person.
- Why It Works: It builds trust and invites the other person to open up because you've been vulnerable first.
- Example: "I'm going to put my cards on the table. If I were in your shoes, I might feel under appreciated and that would mean the last thing I'd like to do is talk about it. What do you think?"

9. Separate the Problem from the Person

- What It Is: Frame the issue as a shared problem rather than a personal attack on the other person.
- Why It Works: This shifts the conversation from adversarial to collaborative, focusing on solving the issue together.
- Example: "This isn't about you as a person. It's about us finding a solution to ensure everyone arrives on time."

10. Finish Strong

- What It Is: End the conversation by confirming the action plan and setting clear expectations for the future.
- Why It Works: It ensures both parties are aligned on the next steps and creates accountability.
- Example: "We've agreed to adjust your start time, and I'll check in with you in two weeks to see how it's going."





Questions?

Susannah.