Conflict Management 101

ASI Summer Leadership Training 2016

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In Pairs: Five Minute Challenge

- Please share your top 1-3 pet peeves
- What typical ASI scenarios might lead to conflict (we will go back to this list)?

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Trigger Words

- Basically *Trigger words* are words that raise folks blood pressure and set them off
- *Trigger words* are road blocks to conflict management
- When our communication triggers anger in another, their hostile response can trigger anger in us
- Disrespectful, manipulative, and negative styles of communication can obviously trigger anger in others
- Nobody likes feeling disrespected, manipulated, or attacked

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Trigger Words

- Let's take a few moments to brainstorm a few *Trigger words*
- Let's keep it PG please

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Remember our ASI Scenarios?

- Let's pick one
- Please count off by twos
- **Group A:** Gets to use trigger words for that confrontation in a skit that they design (PG please)
- **Group B:** Does the same confrontation with alternatives to trigger words

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Debrief

- How difficult was it for us to use alternatives to trigger words?

- How can we train ourselves to confront without using trigger words?

- Many of us agreed on what we consider to be trigger words, how many of us have used these same words with others?

- Our approach is often a reflection of our conflict management style

Kraybill Conflict Style Inventory

- Please take ten minutes to complete the *Kraybill Conflict Style Inventory*

- I would recommend taking this inventory using the setting of ASI in a fictional (but possible) conflict situation

- Please answer honestly (This is for your eyes only)
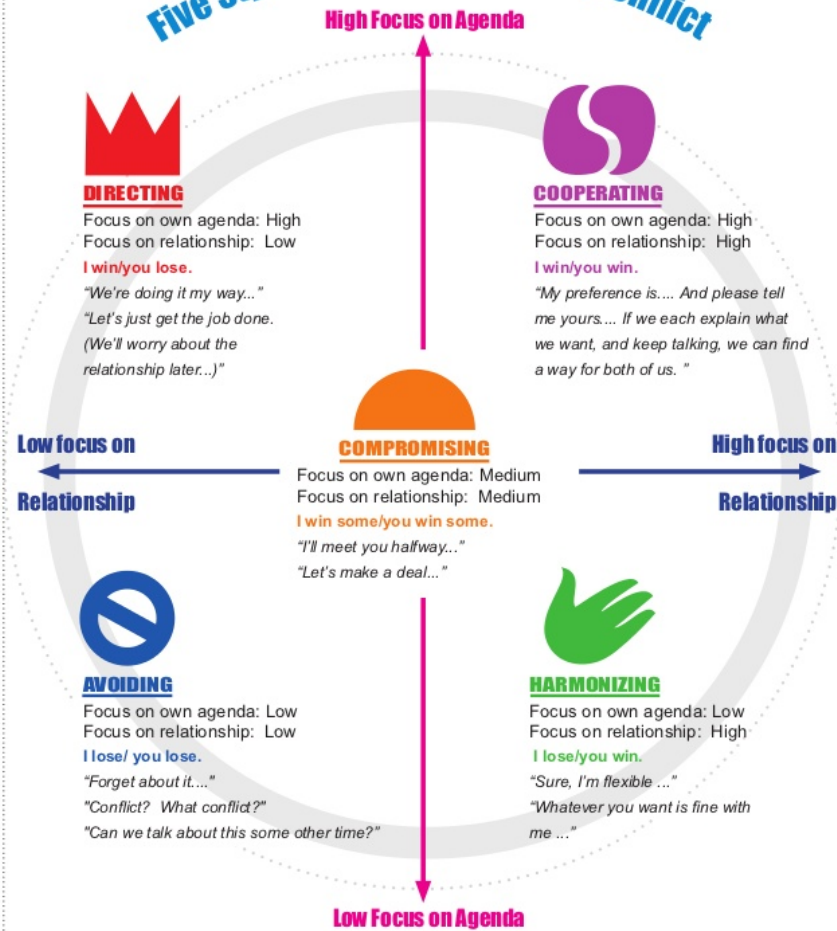
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ASI Team Conflict Style Inventory

- Calm
  - Dolphins
  - Lions
  - Zebras
  - Turtles
  - Chameleons
- Storm
  - Dolphins
  - Lions
  - Zebras
  - Turtles
  - Chameleons

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Style MATTERS **The Kraybill Conflict Style Inventory** Copyright 2011. www.RiverhouseEpress.com ⑪

Five Styles of Responding to Conflict

High Focus on Agenda

DIRECTING
Focus on own agenda: High
Focus on relationship: Low

I win/you lose.

"We're doing it my way..."
"Let's just get the job done. (We'll worry about the relationship later...)"

COOPERATING
Focus on own agenda: High
Focus on relationship: High

I win/you win.

"My preference is.... And please tell me yours.... If we each explain what we want, and keep talking, we can find a way for both of us. "

Low focus on Relationship ← → **High focus on Relationship**

COMPROMISING
Focus on own agenda: Medium
Focus on relationship: Medium

I win some/you win some.

"I'll meet you halfway..."
"Let's make a deal..."

AVOIDING
Focus on own agenda: Low
Focus on relationship: Low

I lose/ you lose.

"Forget about it...."
"Conflict? What conflict?"
"Can we talk about this some other time?"

HARMONIZING
Focus on own agenda: Low
Focus on relationship: High

I lose/you win.

"Sure, I'm flexible ..."
"Whatever you want is fine with me ..."

Low Focus on Agenda

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ASI Conflict Style Animal Kingdom

- What positive attributes does your animal have that you wish others would recognize?

- What advice would you give someone about resolving conflict with your animal?

- How might the makeup of the "animal kingdom" of the ASI board team impact the experiences of team members?

- What group expectations can we remind each other of when in conflict?

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General Conflict Management Tips

- Understand that conflict is neither bad, wrong, nor a sign of failure
- **Don't react:** Pause and get grounded
- **Practice detachment:** Zoom out to gain perspective
- **Do not displace:** Address the appropriate person
- Choose your battles
- Avoid e-mail, social media, and text communication regarding conflict
- Pay attention to your facial expressions and body language
- **Do not triangulate:** Ganging up never works
- Speak for yourself only

General Conflict Management Tips

- Before speaking, ask yourself :
  - Is it kind?
  - Is it true?
  - Is it necessary?
- Be specific about what you need
- Be willing to let go and "reboot"
- **Be flexible:** You may not get what you want
- Avoid defensiveness and criticism
- Avoid sighing and eye rolling
- Do not shut down
- Reflect empathy
- Reflect back what you are hearing
- Take responsibility for yourself
- Sincerely apologize as needed to show integrity and character

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General Conflict Management Tips

- **Use assertive communication:** Ask for what you need and say no to what you can not do
- Do not be passive, aggressive, or passive aggressive
- Be clear, direct and appropriate
- Use "I" verses "You"
- Be patient
- You can't control other people, their feelings, and their behaviors
- Avoid making judgments based on non-relevant factors
- Forgive
- Be grateful for the wisdom that different perspectives bring

General Conflict Management Tips

- Avoid making judgments based on non-relevant factors

- After you have confronted someone, do not hold a grudge

- Don't take things personally. People rarely annoy you or make you mad intentionally

- Find ways to interact with folks in a positive, respectful manner

- Practice self-care

- Keep perspective (protect your energy for all of the important things in your life)

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Stress

- Stress is the body's reaction to a change that requires a physical, mental and/or emotional adjustment and/or response

- It can come from any situation and/or thought that makes you feel frustrated, angry, nervous, and/or anxious

Final Thoughts

- There are tremendous learning opportunities afforded with each conflict scenario
- We can only move forward, we can't change the past
- Forgiveness and humility are critical
- Ongoing self-reflection is also crucial
- How ASI team members navigate conflict reflects on individuals and the organization as a whole
- We have tremendous support from each other as we learn and grow

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Questions?

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