

# Conflict Resolution

Presented by:

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# Small group check-in

- Have you been trained in conflict resolution before?
- If so, was it helpful?
- What is your biggest fear/concern when it comes to conflict resolution?
- What works and doesn't work?

Let's settle this  
like adults.



# Possible reasons for conflict



# Common reactions to conflict

- **Accommodating**: gives the opposing side what it wants.
- **Avoiding**: tries to put off conflict indefinitely.
- **Collaborating**: integrates ideas set out by multiple people.
- **Compromising**: calls for both sides of a conflict to give up elements of their position in order to establish an acceptable, if not agreeable, solution.
- **Competing**: one side wins and the other loses.

Congratulations on your  
conflict avoidance.



someecards  
user card

# Steps to address conflict

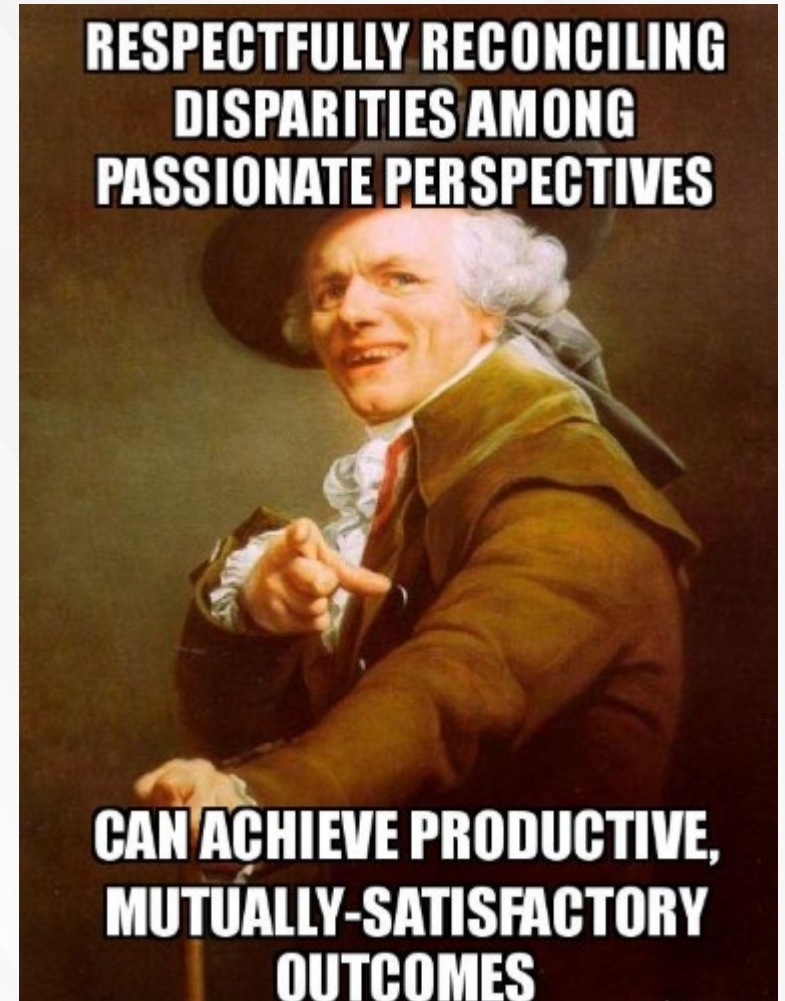
- Define acceptable behavior:
  - Have clearly defined job descriptions so people know what's expected of them.
  - Make it known what will and won't be tolerated. Whether you're a manager or not, you can set boundaries.
- Deal with it head-on.
- Stick to the facts (focus on the issue, not the person).
- Understand the WIIFM factor:
  - “What's in it for me?”
  - Pay attention to every person's WIIFM to increase empathy and remain solution focused.

# Steps to address conflict

- Is it important?
  - Some conflicts are worth addressing, others are not.
- Have proposed solutions:
  - Come prepared with proposed solutions. It encourages people to not focus solely on what's wrong and instead try to resolve the issue.
- Don't allow triangulation:
  - Triangulation happens when someone has an issue with one person but goes to someone else to resolve it for them.
  - This not only wastes time, it leads to people building allies for their disagreements with co-workers, which hurts morale.

# Steps to address conflict

- Establish a common goal for both parties.
- Discuss measurable ways to meet the goal.
- Determine any barriers to reaching the goal.
- Acknowledge the agreed-upon solution and determine the responsibilities of each party to achieve it.



# Conflict resolution requires listening

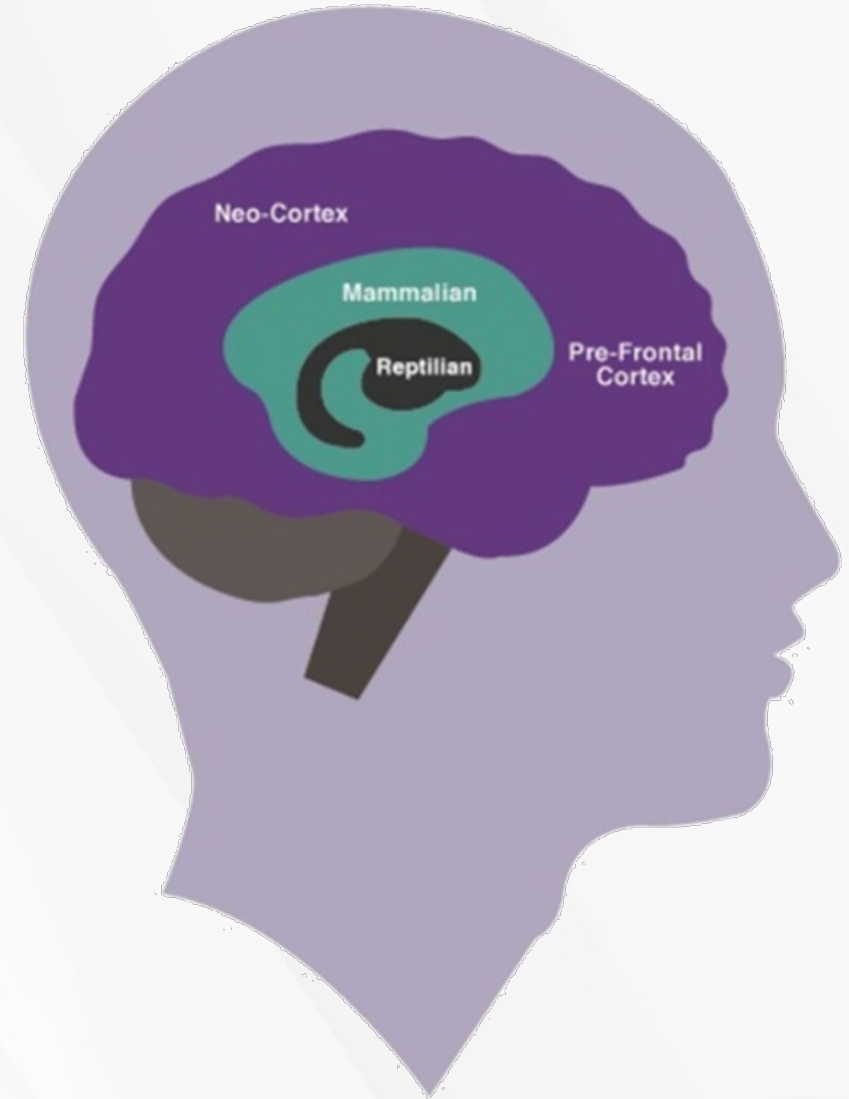
- Levels of listening:
  - Internal: You're paying attention to your own inner thoughts and emotions.
  - Focused: You're focusing on the other person's verbal and non-verbal communication.
  - Global: You're aware of the overall tone and energy of the conversation and any shifts in attitude.
  - Listen, don't wait to talk!





# Timing is key

- Only address conflict when your whole brain is online.
- When we are emotionally triggered, our cortex goes offline and leaves us with the more primitive sections of our brain.
  - Reptilian & mammalian.
    - Fight, flight, freeze mode.
    - Act purely on instinct.
  - Cortex (neo & pre-frontal).
    - Higher reasoning.
    - Act based on choice.



# Primary & secondary emotions

- Example:
  - When people feel threatened or insecure, they sometimes cover it up with anger or rudeness as a defense mechanism.
  - In this case, the primary emotion would be insecurity/fear and the secondary emotion would be anger.
- Getting to the heart of the conflict:
  - Understanding what is really going on for people can help you stay solution-focused when dealing with conflict.
  - This doesn't mean becoming a therapist, it simply improves awareness of a situation.



# Manage emotions

- Name your emotion(s).
- Practice grounding techniques.
- Take a short break.
- Write a list of your needs:
  - Logistical.
  - Emotional.
  - Social.
- Addressing conflict ASAP is important but being emotionally balanced first is critical.



# Assertiveness

- When you are emotionally balanced, you are more capable of being assertive and directly expressing your needs while listening to others.
- Speak only from your own experience.
- Ask open-ended questions to encourage a dialogue rather than just talking **at** them.
- Remember, if the goal is to win during a conflict resolution dialogue, everyone loses.



# Put it into practice

- Example 1: a coworker is not pulling their weight on a group project. How would you address this?
- Example 2: During a staff meeting, a coworker makes a rude comment to you.
  - How do you address it? In the meeting? Later?



# What if I just don't like someone?

- As professional adults, we sometimes have to work with people we don't like.
- You CAN resolve a conflict with someone who you don't like. Realizing these two things can be true at the same time helps promote solutions and reduce stress.
- Remember locus of control.

IT'S OKAY TO  
DISLIKE SOMEONE,  
OR EVEN DISLIKE  
SOMEONE FOR NO  
REASON. BUT IT'S  
NOT OKAY TO  
DISRESPECT,  
DEGRADE, AND  
HUMILIATE THAT  
PERSON

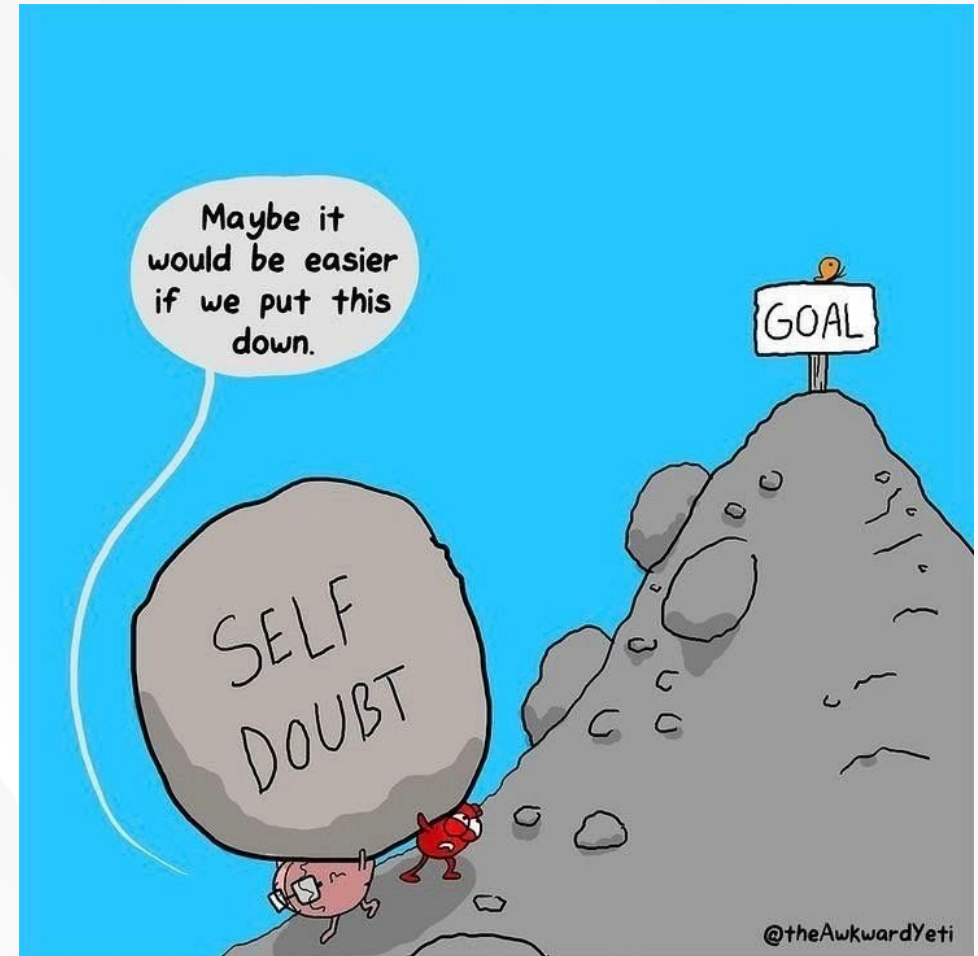
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# Locus of control

	IMPORTANT	NOT IMPORTANT
CONTROL	These events require action.	These are your “C” priorities; they don’t deserve attention.
NO CONTROL	These events are beyond your control; they require acceptance.	Why waste time and energy here?

# External vs. internal solutions

- External solutions:
  - Changes within the organization to improve efficiency.
  - These are measurable changes that employees can request or discuss with their teams and/or managers.
- Internal solutions:
  - Manage emotions more effectively.
  - Learn assertiveness skills.
  - Set healthy boundaries.





# Questions?



# Summary of Services:

- **Counseling services**  
Up to five (5) sessions per incident/per year
- **Crisis counseling 24/7/365**
- **Work / Family / Life**  
Childcare, eldercare, resource retrieval, identity theft services
- **Financial Coaching**
- **Legal**  
Consultations/mediation, will kit, online legal tools
- **Life Coaching**
- **Member Website:**  
Cascade Personal Advantage





**Thank You For Attending!**

**If you have any questions or would like additional information regarding services through your Employee Assistance Program please contact us at:**

**Phone: 800-433-2320**

**Text: 503-850-7721**

**[www.cascadecenters.com](http://www.cascadecenters.com)**