

Conflict Resolution Skills

Counter-intuitive Strategies for Dealing with
Challenging Situations

Sue Wazny, MSc., CRC
The Neutral Zone Coaching & Consulting Services Inc



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Thank you to our sponsor of today's session!

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Agenda

- Introductions, Overview
- Working Styles Preference Questionnaire
- First Step in Managing Conversations...
Managing You!
- Intent, Action and Effect
- 4 Critical Communication Strategies
- The CHEAP VIEW Tool
- The DEAR Method
- Q&A & Wrap-up

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Discussion

Think of a challenging conversation you have had...

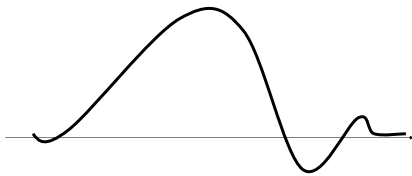
What do you remember feeling at the time?

What do you remember thinking at the time?

What was physically going on in your body?

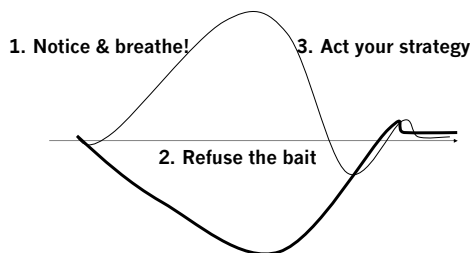
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Physiological Arousal



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Anxiety & Emotional Intensity



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Self talk themes

Self-righteous:

- *"I don't need to take this kind of crap!"*
- *"I'll get her for this"*
- *"How dare he talk to me like that"*

Judgmental/Blaming

- *"What an idiot"*
- *"How stupid can he be?"*
- *"This is all her fault"*

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Self talk themes

Fix-it

- *"Maybe if I... or"*
- *"I've got to do something fast!"*

Frightened child

- *"I can't deal with this"*
- *"Get me outta here!"*
- *"This is a disaster – I'm doomed"*

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Self talk themes

Victim/Martyr

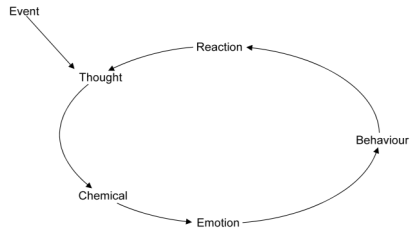
- *"Why does this always happen to me?"*
- *"Here we go again..."*
- *"No matter how hard I try, nothing works"*
- *"I always get dumped on"*

Self-Doubt

- *"I really blew it"*
- *"Maybe I don't know what I'm talking about"*
- *"I have no right to feel this way"*
- *"I must be out of line here"*

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Thoughts, feelings & behaviours



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Coping script

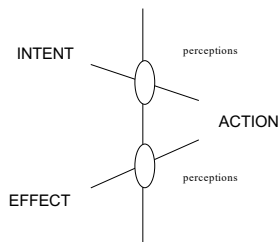
Cue

Physical Prompt

Positive Self Talk

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Fundamental Attribution Errors



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All behaviour makes sense

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The 4 Critical Communication Skills

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CONTENT
(Paraphrasing)

Open Questions
What, Where, When, How,
Who, Why*

Closed questions*

PROCESS (How
the conversation
is going)

EMOTION
(Empathy,
Acknowledging
Feelings)

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The 4 Critical Communication Skills

- Acknowledging
- Open Questioning or Probing
- Framing
- Body Language & Tone

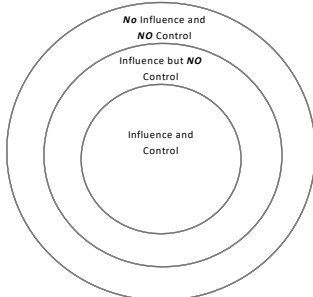
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How we interpret the meaning of communication:

Words = 7%
Para-Verbal = 38%
Non-Verbal = 55%

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Influencing Change



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The C.H.E.A.P. V.I.E.W. Tool

- Concerns
- Hopes
- Expectations
- Assumptions
- Priorities
- Values
- Impacts
- Emotions
- Worries

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Six Steps to Address Issues

1. Ask for a good time & place to discuss
2. Encode the issue neutrally & descriptively
3. Ask their perspective
4. Tell them yours:
 - D escribe specifically what you see/hear
 - E xplain the impacts
 - A sk their point of view
 - R equest what you're seeking and options
5. Summarize the outcomes
6. Follow up

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DEAR'em



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Questions???

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Thanks for participating!

Sue Wazny, MSc, CRC
Senior Consultant
The Neutral Zone Coaching & Consulting Inc.
p: 604.656.2131
e: swazny@theneutralzone.ca
www.theneutralzone.ca

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