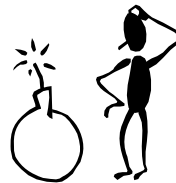


CONFLICT RESOLUTION BASICS

Two Psychological Ways of Being:

1. Reactive
2. Responsive



Three Choices in Dealing with Conflict:

1. Influence
2. Accept
3. Leave

Problem Solving Involves:

1. Separating the person from the problem
2. Open communication
 - a. Empathy
 - b. Listening
3. Thorough understanding and analysis
4. Creative solutions
5. Sometimes... a third party; or, as a last resort, letting go



Four Steps to De-Escalating Conflict:

1. Stop
2. Breathe
3. Reflect
4. Choose



Five Questions to Increase Self-Understanding:

1. What am I thinking?
2. What am I feeling:
3. What do I need?
4. What is my intention?
5. What is my desire outcome?



What Works Consistently?

1. Keeping an open mind
2. Fostering open communication
3. Allowing an open door
4. Regular meetings
5. Having a sense of humor



If you are not practicing what want to be,
you are practicing at what
you don't want to be."

- Pema Chodren

SETTING THE STAGE FOR EFFECTIVE PROBLEM SOLVING

1. Separate the person from the problem
2. Create a "Plan B"
3. Demonstrate concern for others

FOUR STEPS TO PROBLEM SOLVING.

1. Is it a true conflict?

To determine if you have a true conflict, **learn to ask**: "Are my needs and interests at stake?"

2. Thoroughly analyze the conflict and openly communicate:

Understand yourself, understand others. Be understood. What are the real positions and interests of both parties? Prioritize interests.

3. Brainstorm Solutions:

Related to the primary interest of both parties (no evaluations or criticisms of ideas)

- a) choose a solution that promotes the highest joint outcome.*
- b) Try it for a specified time, then re-evaluate and re-adjust.

4. Unsuccessful? Try Again!

Repeat Steps 2 (focus on interests only) and 3 until:

- c) You find a solution
- d) Mediation appears to be the better alternative
- e) Walking away becomes the best option.

***Ask**: "Are my priority interests satisfied?" If the answer is "No," you probably haven't found the best solution.

RESOLUTION WORKSHEET

1. DESCRIBE THE CONFLICT:

2. YOUR POSITION	THEIR POSITION

3. LIST YOUR INTERESTS AND THE OTHER PARTY'S INTERESTS

YOURS	THEIRS

4. LIST SOME POSSIBLE SOLUTIONS.

COMMUNICATION GUIDELINES FOR PROBLEM SOLVING

- 1. Both parties state their problem**
 - a. Use "I" statements
 - b. Acknowledge the other's problems
 - c. No zapping (name-calling, put-downs).
- 2. Let them talk and you listen**
 - a. Acknowledge their viewpoint
 - b. Restate what you've heard
 - c. Offer an apology when appropriate.
- 3. Ask clarifying questions**
 - a. Why, why not, what if..., why are you saying this is the only solution to our problem? What if we did such and such? Why not consider an alternative?
 - b. No accusatory "why" questions, e.g., why are you so stubborn?
 - c. Wait for an answer to your questions, learn how to tolerate silence.
- 4. Stay in the present and the future, not the past.**
- 5. Stick to the topic at hand.**
- 6. Look for areas of agreement (common ground).**
- 7. Should the discussion escalate, withdraw,**
but not before rescheduling the next discussion.
- 8. If either party feels misunderstood,**
they should agree to restate what the misunderstood person has said until she or he feels understood correctly.
- 9. Request behavior changes only**
 - a. Don't ask for a change in attitude.
 - b. Don't ask that the other "feel" differently about something.
 - c. Don't ask that the other "be" different.
 - d. If the request is to "stop doing" something, suggest what to do instead; an alternative.
 - e. Frequency, time, and place of the behavior should be specified.
- 10. Observe body language rules**
 - a. Consistency within verbal and nonverbal communications, e.g., don't smile while saying, "That's a problem for me." (mixed messages)
 - b. Rely more on words when communicating negative feelings.
 - c. Show confidence.

OPEN COMMUNICATION

Part 1 – Expressing:

1. Observation / Facts / Description: (What I see / hear / react to)

“When I see / hear / remember / imagine _____.”

2. Feeling emotions:

“I feel _____.”

3. Desire / Needs / Interests:

“Because I was hoping / wanting / preferring _____.”

4. Request: (vs. demand)

“What I'd like now is _____.”

Part II – Receiving (Listening / Responding)

1. Observation / Fact / Description:

“Are you reacting / referring to _____?”

2. Feelings:

“Are you feeling _____?”

3. Desires / Needs / Interests:

“Because you were hoping / wanting _____?”

4. Request:

“Would you now like to _____?”

FEELING VOCABULARY

SOME KEY FEELINGS EXPERIENCED WHEN NEEDS ARE BEING MET:

PEACEFUL

calm
content
comfortable
satisfied
serene
relaxed
fulfilled
relieved
quiet
carefree
centered
refreshed
free
blissful
expansive
mellow

LOVING

warm
affectionate
open
friendly
compassionate
grateful
kind
touched
passionate
infatuation
radiant
moved
tender
sexy
thankful
appreciative

GLAD

happy
joyful
cheerful
encouraged
delighted
excited
elated
proud
hopeful
confident
optimistic
merry
glorious
ecstatic
exhilarated
wonderful

PLAYFUL

energetic
goofy
thrilled
exuberant
alive
giddy
adventurous
mischievous
effervescent
jubilant
invigorated
amused
impish
silly
electrified
lively

INTERESTED

fascinated
intrigued
curious
engrossed
inquisitive
enthusiastic
eager
astonished
intense
absorbed
focused
inspired
animated
alert
stimulated
surprised

SOME KEY FEELINGS EXPERIENCED WHEN NEEDS ARE NOT BEING MET:

MAD

frustrated
aggravated
disgusted
resentful
angry
grouchy
irritable
hostile
enraged
furious
exasperated
indignation
displeased
mean
bitter
impatient
annoyed

SAD

lonely
disappointed
heavy
sorrowful
unhappy
despondent
disheartened
blue
miserable
dejected
grief
distressed
depressed
discouraged
melancholy
forlorn
brokenhearted

SCARED

afraid
nervous
insecure
worried
fearful
helpless
vulnerable
concerned
anxious
terrified
shocked
horrified
wary
frightened
alarmed
dread
powerless

TIRED

fatigued
indifferent
lethargic
hopeless
exhausted
withdrawn
apathetic
disinterested
sleepy
dull
bored
reluctant
distant
detached
weary
pessimistic
fidgety

CONFUSED

torn
uncomfortable
hesitant
troubled
disturbed
suspicious
restless
perplexed
uneasy
puzzled
embarrassed
unsteady
skeptical
overwhelmed
hurt
surpassed
dismayed

BASIC HUMAN NEEDS

SURVIVAL

Food, sleep, shelter, air, water, touch

SAFETY

Security, protection, order, stability, consistency, structure

BELONGING

Intimacy, affection, companionship, community, connection, love, appreciation, acceptance, closeness, attention, sharing.

TRUST

Honesty, support, reassurance, integrity, cooperation.

CONSIDERATION

Empathy, compassion, acknowledgement, warmth, respect (self and other).

UNDERSTANDING

Meaning, order, exploration, learning, experience, clarity.

AUTONOMY

Confidence, competence, ability, freedom to choose, self-expression, authenticity, creativity, dignity.

PLEASURE

Celebrate, play, movement, recreation.

HARMONY

Peace, spiritual communion, inspiration, beauty.

HEALTH

Exercise, nutrition, rest, space, time, hygiene

CONTRIBUTE TO LIFE

Goals, dreams, purpose, values.

This list is a suggestion. Please develop your own needs vocabulary as best suits you.