

High Way Conflict Resolution

Low Income Forum on Energy
Conflict Resolution Workshop
Wednesday May 23, 2012

Conflict Defined

- ▶ A difference of opinion or purpose that frustrates goals or desires.

Causes of Conflict

- ▶ **Difference** in values, goals, callings, priorities, expectations or opinions
- ▶ **Misunderstandings** resulting from poor communication
- ▶ **Competition** over limited resources

Common Response

Escape

- ▶ **Denial** – Pretend that it doesn't exist or refuse to do what should be done to resolve the conflict
- ▶ **Flight** – Run away. This includes, leaving the house, ending the friendship, quitting a job, filing for divorce, changing churches.

Common Response

Attack

- ▶ **Verbal Assault** – Saying things that you know will hurt the other person or engaging in gossip or slander.
- ▶ **Physical Assault** or violence
- ▶ **Financial Assault** – Efforts to damage a person professionally or financially.

Peacemaking Response

Peacemaking

- ▶ Overlook the minor offense
- ▶ Is it really worth fighting about?
- ▶ What was my part in this?
- ▶ Make charitable judgments / believe the best
- ▶ Offer solutions

Conflict Management Tools

- ▶ **S-TLC**
- ▶ **Stop** – calm down, back off, walk away
- ▶ Think
- ▶ Listen
- ▶ Communicate

Conflict Management Tools

- ▶ **S-TLC**
- ▶ Stop
- ▶ Think – do nothing, change other person's mind, situation, yourself
- ▶ Listen
- ▶ Communicate

Conflict Management Tools

- ▶ **S-TLC**
- ▶ Stop
- ▶ Think
- ▶ **Listen** – Shift attention, look at them, try understand their feelings
- ▶ Communicate

Conflict Management Tools

- ▶ **S-TLC**
- ▶ Stop
- ▶ Think
- ▶ Listen
- ▶ **Communicate** – chose words carefully, use “I” statements

Conflict Management Tools

- ▶ **I Feel** _____
- ▶ Hurt
- ▶ Angry
- ▶ Annoyed
- ▶ Frustrated

Conflict Management Tools

- ▶ **When I _____**
- ▶ Am talking and you are texting
- ▶ Speak and you interrupt
- ▶ Gave you my project for review and you just glanced at it.

Conflict Management Tools

- ▶ **Because** _____
- ▶ It appears that I don't matter to you
- ▶ It appears that what I have to say is not important
- ▶ It appears that you do not care about the time and effort I put into it

Conflict Management Tools

- ▶ **I would like you to _____**
- ▶ Pay attention to me when I speak
- ▶ Treat me with respect
- ▶ Value the work that I do for you
- ▶ Call me when you are going to be late

Thank You

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