



# *Conflict Management*



June 08 v.1



# *Understanding Conflict*

- Conflict
  - What does that mean to you?

*Fighting*

*Differences of opinion*

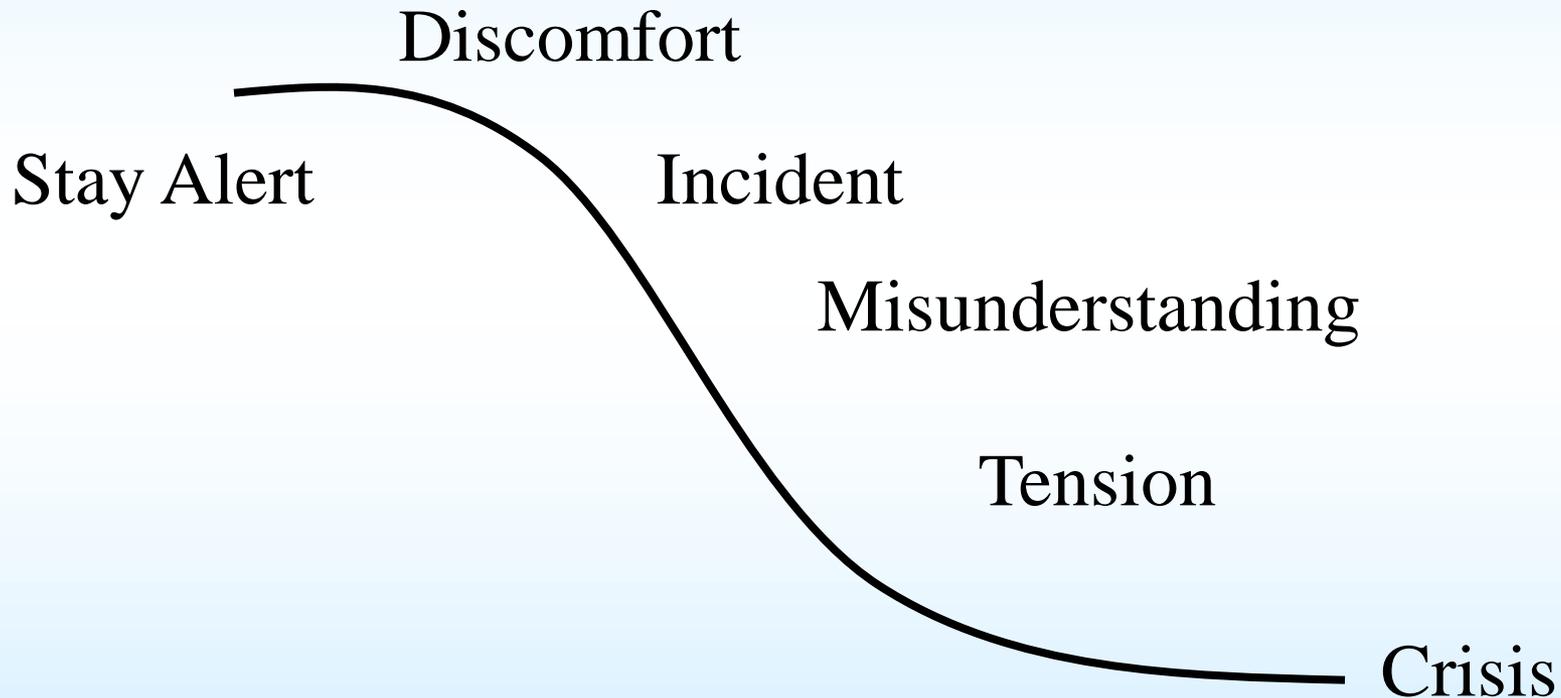
*Feelings:  
Tension  
Anxiety  
Stress*

*Disagreement*

*War*



# *Levels of Conflict*





# *In This Course We'll Explore*

- Our Response to Conflict
- 2 Models for Approaching Conflict
- The Positive in Conflict
- Understanding Behavior in Conflict
- Co-Operative Power
- Dealing with Difficult Behavior
- Mapping
- Empathy



*Ah, Conflict.*

*What an opportunity!!*





# *Approaching Conflict*

- React
  - Withdraw
  - Sulk
  - Scream
  - Punish
  - Cranky
- Respond
  - Explore possibilities of the situation



# *Our Yardsticks*

- Perfection
  - Right or wrong
  - Judgments
  - Unwillingness to risk
  - Anxiety
  - Winners and losers
  - frustration
- Discovery
  - Inquiry and creativity
  - Acceptance
  - Willingness to risk
  - Excitement
  - Learners
  - Fascination



*Ah, Conflict.*

*What an opportunity!!*





# *Understanding Behavior*

- Fight • I Win/You Lose • Aggressive
  - Hard on People/Hard on the Issue
- Flight • I Lose/You Win • Passive
  - Soft on People/Soft on the Issue
- Flow • I Win/You Win • Assertive
  - Soft on People/Hard on the Issue



# *Win / Win Approach*

- Needs First – Solutions Later





# *Fundamental Goals*

- To Be Secure
- To Find a Place of Significance
- To Belong
- To Protect Our Sense of Identity



## *4 Goals of Difficult Behavior*

- Gaining Power
- Gaining Attention
- Appearing Inadequate
- Seeking Revenge



*Ah, Conflict.*

*What an opportunity!!*

