

# Dealing with Conflict



**Navigating through conflict effectively**  
**Charlotte Grundy at Point Taken Training**

# How Do You Feel About Conflict?

**Do you fear it?**

**Do you avoid it at all costs?**

**Do you expect all disagreements to end badly based on past experience?**



# What is Conflict?

**Conflict is more than a disagreement. It's a situation in which 1 or more parties perceives a threat.**

**Disagreements can happen over values, motivations, perceptions, ideas and desires.**

**If strong feelings are triggered, then a deep personal need is often at the core.**

**And this need is not being met.**

**These needs can include:**

- ❖ **Not feeling safe and secure**
- ❖ **Not feeling respected and valued.**
- ❖ **Needing to feel close and intimate**



# Unhealthy Responses To Conflict

- Inability to recognise and respond to the things that matter to the other person.
- Explosive, angry, hurtful and resentful reactions.
- The withdrawal of love resulting in rejection isolation, shaming and fear of abandonment.
- An inability to compromise or see the other person's side.
- Feeling fearful or avoiding conflict because you expect a bad outcome.
- Feeling bad in ourselves about how we have reacted.

# Healthy Responses

- **The capacity to empathise with the other person.**
- **Calm, non – defensive and respectful reactions.**
- **A readiness to forgive, forget and move past conflict without holding resentment or anger.**
- **The ability to seek compromise and avoid punishing.**
- **A belief that facing conflict head on is what is best for both sides.**

# Emotional Intelligence


**The ability to successfully resolve conflict depends on your ability to:**

- **Manage stress quickly while remaining alert and calm.**
- **Manage our emotions and behaviour.**
- **Actively listen & pay attention to the feelings expressed by the other person.**
- **Be aware of and respect each others' differences.**
- **Get rid of stress quickly.**
- **Be emotionally aware.**

# Emotional Intelligence

- **Can you determine why you feel a certain way? If you can't, it will be hard to communicate that to others.**
- **A lot of people try to ignore or sedate their emotions, especially negative ones, but you need to be able to connect with them and manage them appropriately.**
- **Emotional awareness helps you to understand with is troubling others.**
- **Emotional awareness helps to understand yourself and what is troubling you.**
- **Can influence other positively.**





# Our Emotional Twin

# Our Emotional Twin

- Acts off emotion.
- Can react when feels threatened or has a need that has not been met.
- The emotional twin is not a fair representation of the real person so there should be an element of forgiveness.
- The emotional twin finds it hard to think logically.
- Two emotional twins do not make a right!!!

# Perspectives



# Perspectives

Perspectives are how we see the world, how we perceive everything that happens to us and how we interact with other people.

Perspectives are influenced by many things, and these include:

- Religion or culture
- Life experience
- How we are brought up.

It is important to understand that our perspective is one viewpoint and that there are other perspectives out there and if we can learn to understand these other perspectives.

Perspectives can also determine our future experiences, as we go into situations with a preconceived idea on how it will go and turn out.

Ask yourself, is there another way of looking at this situation?

# Verbal Communication



# Verbal Communication

- **The words we speak out loud are very important and should be chosen carefully. If we say the wrong words, we risk being misunderstood, offensive and confusing.**
- **Think before you speak.**
- **Keep things concise.**
- **Verbally acknowledge the other persons feelings**
- **Don't allow yourself to get defensive.**
- **Be aware of your tone of voice.**

# Non-Verbal Communication



# Non-Verbal Communication

- **Are you aware of your non-verbal cues?**
- **Are you aware of the non-verbal cues of the other person?**
- **Does your body language remain open, approachable and non-judgemental?**
- **Have you closed off your body language as a defence mechanism?**





# ACTIVE LISTENING

# Active Listening

**Hearing is very different to listening.**

**Active listening is the ability to focus completely on the speaker to understand their message, comprehend the information and respond thoughtfully.**

**If we don't actively listen the message can be misunderstood, resulting in a breakdown in communication and a breakdown in the relationship you have built with someone.**

# Active Listening

## Barriers to successful active listening;

- Making it about ourselves:
- Too busy thinking about what to say next:
- Treating everyone the same:
- Inability to see other perspectives.

# Empathy



# Empathy

The definition of empathy is to understand and share the feelings of another. It is also the ability to sense what someone else might be thinking or feeling.

It is important to show empathy towards other people as you never know what they are going through.

People want to feel listened to and understood.

Show no judgement.

Empathy is about being open minded and respectful.

Recognising that different backgrounds, upbringing, and life experiences can mean people often have different thoughts and feelings towards certain situations can be affected differently towards situations.

Remember you don't have to agree with another person's point of view, but you can try to understand it.

# Conflict Scenario

- The next slide contains a short video representing conflict between 2 colleagues.
  - Watch the video and make notes on your observations.
- The slides after the video contains my observations and how I would go about resolving the issue.
  - Characters
    - Person 1 = Rachel
    - Person 2 = Cindy
- If you are unable to watch the video, please click on the link below and that should take you to YouTube.
- [\(85\) Conflict Between Two CHWs: Role Play, Foundations - YouTube](#)

# Conflict Scenario



# My observations

- Rachel could have been a little friendlier from the start.

You could start the conversation with a compliment to make the other person feel good. For example, “Hi, how are you? You have been doing a great job recently”.

- Rachel could reframe the first question. Rather than “did you get a chance to finish that report” to “how are things going with the report”
- Be aware of body language. Rachel reacts in a shocked and judgmental way. Big eyes and a high, curt tone of voice.
- There is a deep exhale of breath from Rachel when Cindy talks about how hard she has found work recently. You can see Cindy become defensive at this.
- No empathy shown verbally or non-verbally.
- No compassion.
- No active listening.
- Rachel could have had regular meetings, phone calls and/or ‘checks in’ conversations rather than leaving this conversation to the last minute.
- Rachels non – verbal cues are becoming agitated, aggressive and defensive which is escalating the conflict.
- Rachel talks about sending countless emails but maybe a face-to-face conversation or phone call would have been mor effective.



# Ideas for resolution

- Accept the situation for what it is. Cindy has not completed the report, that's the situation. Once you have accepted it, you can then work together on a resolution.
- Keep body language open and non-judgmental no matter how frustrated you may be.
- Show empathy. Verbally and non-verbally
- Actively listen to the other person and verbally acknowledge what they are saying.

“I hear you what you are saying. You are overwhelmed with your workload and are not aware of this report needing to be completed”

- Ask questions like “ what can I do to support you?”
- Manage your emotions in order to express yourself effectively.
- Reflect on the meeting afterwards and ask yourself what went well during the meeting, what didn't go so well and is anything you could do differently next time.



# Thank you

