

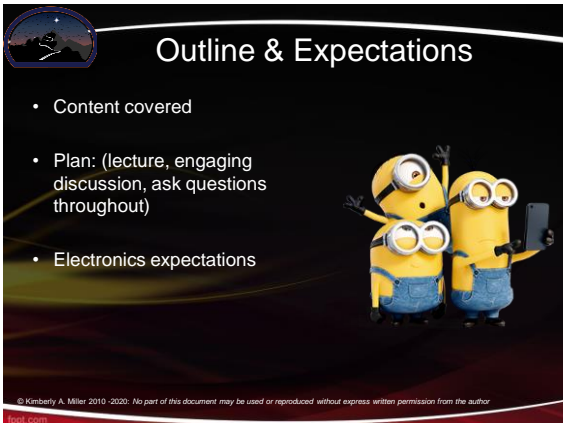


Turning Conflict Into Conversation

Kimberly A. Miller, Ph.D


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Outline & Expectations

- Content covered
- Plan: (lecture, engaging discussion, ask questions throughout)
- Electronics expectations



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Traditional View of Conflict _{2,6}

- Negative experience (bad outcome)
- I vs. you (good vs. evil)
- Competition
- Right/wrong (95%)
 - Winner & loser
- Temporary solution (no real fix)



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Traditional Ways to Address Conflict ₂

- War
- Assault
- Murder/Genocide
- Segregate
- Imprison
- Ostracize
- Exile
- Bully

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Limitations of Traditional Approaches ₂

- Not addressing underlying issues
- Damage to relationships
- Lost opportunity to learn/grow
- Focus on winning and not resolving
- Breeds more conflict



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Conflict Avoidance

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Reasons People Avoid

1. Fear (outcome, repercussions, pain, loss)
2. Lack skills
3. Dislike change
4. Strong desire to be liked


Everything you've ever wanted is on the other side of fear.

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Is Avoidance Always Bad?

- Yes!!! In general, but....
- Too angry or emotional
- When you haven't thought through it
- Take a break (time often allows perspective)
- Talk through it with "others"



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Conflict = Bad



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Concepts & Tools

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Importance of Perspective


- If you change the way you look at things, the things you look at change
 - Wayne Dyer
- New Definition:
 - When what we want/need is different than what we can have (5)

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Dealing With Challenges

- What do we believe? (enemy vs. ally)
- Level of expectations?



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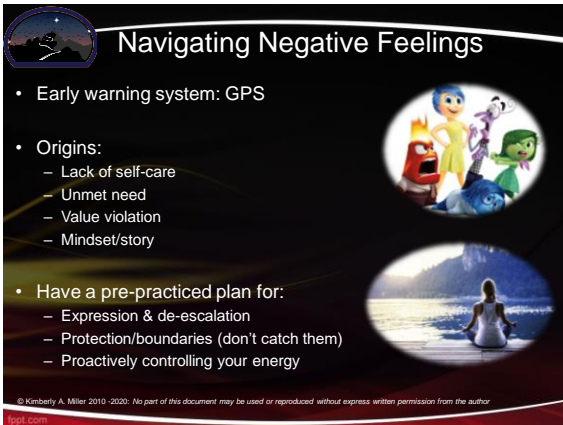
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Improving Your Approach To Conflict

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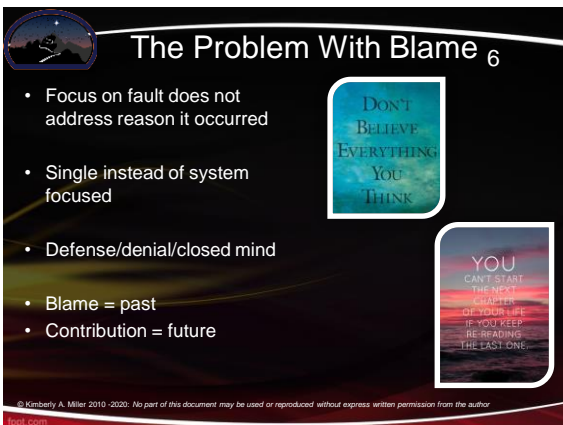


Navigating Negative Feelings

- Early warning system: GPS
- Origins:
 - Lack of self-care
 - Unmet need
 - Value violation
 - Mindset/story
- Have a pre-practiced plan for:
 - Expression & de-escalation
 - Protection/boundaries (don't catch them)
 - Proactively controlling your energy

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The Problem With Blame ₆

- Focus on fault does not address reason it occurred
- Single instead of system focused
- Defense/denial/closed mind
- Blame = past
- Contribution = future

DON'T BELIEVE EVERYTHING YOU THINK

YOU CAN'T START THE NEXT CHAPTER OF YOUR LIFE IF YOU KEEP REWRITING THE LAST ONE

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Challenge To Truth 6

- It's about what's important
- Interpretations/judgments
 - Belief about intentions
 - The "should dos"
 - Values/priorities
- Ignorance vs. expertise

"We see the world, not as it is, but as we are—or, as we are conditioned to see it."
— Steven R. Covey

A cartoon illustration showing two people standing on opposite sides of a wall. They are talking to each other, with speech bubbles containing the letters 'A' and 'B'. This represents a lack of shared perspective or understanding.

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Poor Listening Is A Habit 1,6

- Focus on replying
- Autobiographical approach
 - Listen from our POV
 - Seek data to confirm our beliefs
- Discrepancy b/t talking & processing speed
 - We can process faster than a person can talk
 - Have to "intentionally" listen, instead of plotting and planning

"Most people do not listen with the intent to understand; they listen with the intent to reply."
— Stephen Covey

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More Effective Listening 1,6

- Lead with curiosity
- Reflect the feeling
- State the content
- Ask about the need
- Use clarifying questions to reach understanding

A cartoon illustration of a brown monkey wearing large, round glasses. Below the monkey, the text "Be curious." is written in a bold, sans-serif font. The monkey is holding the sides of its glasses.

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Breaking Down Dialogue

- Every conversation has 3 parts
 - What?
 - Feeling (impact & assumptions)
 - Identity
- Think through your “stuff” and be curious/open about theirs
- Focus on common ground and extend an invitation from there

“Every battle is won
BEFORE
it is fought.”
Sun Tzu

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The Learning Conversation 6

- Speak to the feeling
- Address the contribution
- Acknowledge different perspectives
 - Gap b/t expectations or definitions
- Address the identity
- What will change? (check in, assess & follow up)

YOU CAN'T CHANGE
WHAT'S GOING ON
AROUND YOU
UNTIL YOU CHANGE
WHAT'S GOING ON
WITHIN YOU

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Conflict Reframed

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Conflict = Opportunity

Conflict is an Opportunity

Resolution Negotiate Manage Stress

Effective Dialogue Approach/Gather Data

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Final Thoughts

"Deal with the big while it is still small."
Lao Tzu

A person's success in life can usually be measured by the number of uncomfortable conversations he or she is willing to have.


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Questions?

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