



CONFLICT: IS IT GOOD OR BAD?

What words come to mind when you hear the term "conflict"?

How does this shape the way you approach managing conflict?

Notes for new ideas related to managing conflict:

S.C.A.R.F.

A MODEL FOR COMMON TRIGGERS

The SCARF model outlines five human drivers. These cause us to feel either reward or threat. They are:

STATUS Our relative importance to others

CERTAINTY Understanding our future

#2 AUTONOMY Personal control over our actions and activities

RELATEDNESS Connection to others / physical pain

#1 FAIRNESS Equitable exchanges between people

NOTES

Relative to Reorg

Scarcity reactions vs Generous

What do I really want?

Will my reaction contribute or detract from my goal?

What problem am I actually changing?

DIFFUSING TRIGGERS

EMOTIONAL INTELLIGENCE - MANAGE YOURSELF FIRST FOR HEALTHY CONFLICT

Emotional Intelligence was popularized by Dan Goleman in his 1996 book of the same name.

There are 4 key elements:

SELF-AWARENESS The ability to recognize your own emotions and behavioral patterns

SELF-MANAGEMENT The ability to feel strong emotions and express them in a non-threatening productive way

SOCIAL AWARENESS The ability to recognize emotions in others and have understanding without agreement empathy - but what to do with it?

RELATIONSHIP MANAGEMENT The ability to create working relationships with others that are respectful, influential, and built on trust

How would you rate your own Emotional Intelligence?

Has it helped or hindered you in difficult situations. How?

"Predictably Irrational"



HEURISTICS

BIASES SUBCONSCIOUS



ELLEN SELF-MANAGEMENT

LEARNING HOW TO UNHOOK

"Working with you is killing us"

UNHOOK PHYSICALLY Breathe, walk around the block

UNHOOK MENTALLY Reframe the situation, self-talk to ensure that you are not blaming yourself

UNHOOK VERBALLY Find the words (or silence) that will allow you to move the conversation/situation towards the end goal rather than staying stuck in the petty back-and-forth

UNHOOK USING TOOLS TO CLARIFY AND CONCLUDE
Send a follow up memo, write a thank you note



Can you think of a time where you were being triggered (or hooked) by something else someone said or did?

Can you work through this model to diffuse the situation?

HEALTHY CONFLICT

STARTS WITH INTENT, ONLY HAPPENS WITH LISTENING

STEP 1

A phrase to never forget. My intention is:

STEP 2

Use your EARS:

- Empathy -
- Attention •
- Reflection
- Summary

What is one thing you can do to improve your listening?

• KIDS!

"getting to yes"

Bernie
Brown

Feeling w/ people
 - coming down into the hole
 - no "at least"
 - ~~connection~~ is response

HEALTHY CONFLICT BEING ASSERTIVE

Asserting your interests, not solutions.

When you...

I feel...

Because...

NVC

COURAGE

WHY DO YOU NEED IT AT WORK?

CONFIDENCE is self-assurance predicated on a belief in your own powers and abilities. Another way to think of it is self-esteem.

COURAGE comes before confidence. If confidence building requires repeated action in order to bolster your belief in your skills and abilities, then you need courage to take those first actions. You need to be able to proceed even though you are frightened.

Courage Calculation by Katherine Reardon

Think about a decision or difficult situation you are facing. Answer the following questions using that situation as your guide:

What are your goals and values as they relate to this decision?

– Another way to think about this is why does this decision matter to you.

How important are these goals to you at this time? – Said a different way, how would you feel if you didn't act?

Do you have a support network if you go forward? – Will competent people have your back and/or help you figure out the next steps?

What is the Cost vs. the Benefit?

When is the Right Time to Act? – Your success will have at least some relationship to when you proceed.

Do I Have a Fallback Plan?

NOTES

- Jay 16 hrs / 2 days
- #3 each

REFERENCES AND OTHER READINGS

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Daniel Siegel MD <https://www.drdansiegel.com/home/>

Donna - Brooke -
Same group
cheats
cafeteria
drinks