

Managing your reactions to conflict

Professional Skills

Theme:
Conflict handling skills

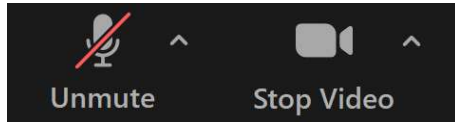
Before we start, please make sure...

- ✓ your name on Zoom is clear (use Latin letters)
- ✓ your camera is on and mic is off (unmute when needed)
- ✓ you are in a quiet area that helps you focus
- ✓ you have a notebook or a note app ready to take notes

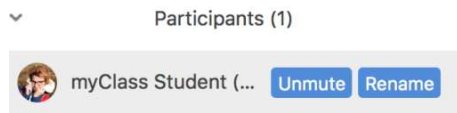


Zoom features

Check your audio and video settings

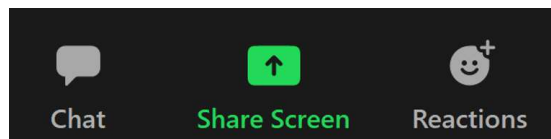


Use Latin letters for your name

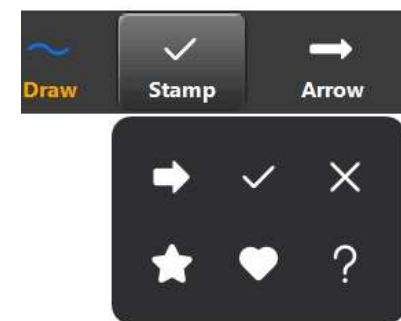
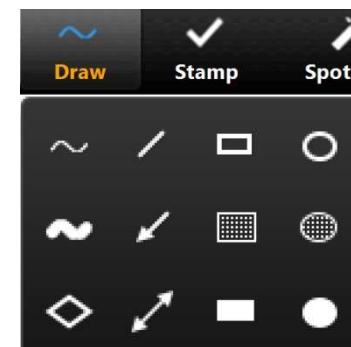
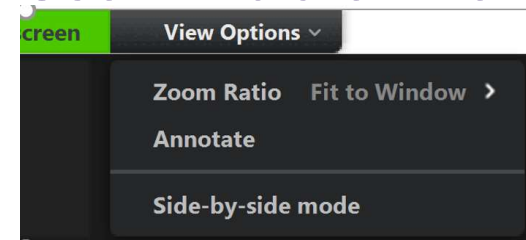


Ask questions in the Chat or use Reactions

Share Screen when the teacher asks



Use Annotate when a screen is shared



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Use Save to make screenshots

How does it work?



You need to complete all three parts to get the most out of your course.

Prepare
before class



Live class



Practise
after class

Pre-class activities



Why deal with conflict in the workplace?



Types of conflict



Identify hot buttons

Your learning journey

As a result of this lesson, you should be better able to...

remain calm and composed in conflict situations to enable constructive dialogue.

You will find out about...

- evaluating the underlying values and expectations that trigger your hot buttons in a conflict.
- managing physical and emotional reactions to stress when facing conflict situations at work.

You will practise...

analysing the hot buttons and reactions in past workplace conflict situations and decide what could have been done differently.

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Lead in: Hot buttons



- Think about your workplace.
- List some behaviours that annoy you.

Lead in: How to react when our hot buttons are triggered

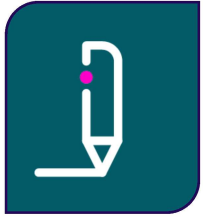
- How do you feel?
- What physical reactions do you have?

- What do you say? What do you do?
- What value or expectation is this behaviour going against?

- What could be the underlying value or expectation?



Skills focus 1: Tuning into your body



Complete the self-evaluation on your reactions to conflict



What techniques do you use to manage these reactions?

Skills focus 2: Staying calm and composed

Match the steps to the details

Steps	Details
Notice	Choose a 'concentration point' such as a pencil on the table, a light, or a leaf outside. Concentrating on something else changes your focus from the situation that triggered your emotions.
Pause	Your context. Identify assumptions and conclusions you've made about the situation and the other party's behaviour. Recognising these will help you assess them objectively. Your emotions Identify what you are feeling. Researchers have found that verbalising emotions makes them feel less intense.
Focus	Pay attention to your physical reactions. E.g., increased heart rate and perspiration, shallow or accelerated breathing, nausea, a flushed face or a tightening in the back of the neck or jaw or a want to flee. Recognising these reactions makes them easier to manage.
Observe	Take a deep breath, hold, and release it slowly. Do this a few times to quickly relieve stress. Try a 4-7-8 count for inhale-hold-exhale.
Breathe	Be still for a moment. It gives you time and a chance to choose your response. Make your body language more open and relaxed to diffuse the tension.

Skills focus 2: Staying calm and composed

Match the steps to the details

Steps	Details
Notice	Pay attention to your physical reactions. E.g., increased heart rate and perspiration, shallow or accelerated breathing, nausea, a flushed face or a tightening in the back of the neck or jaw or a want to flee. Recognising these reactions makes them easier to manage.
Pause	Be still for a moment. It gives you time and a chance to choose your response. Make your body language more open and relaxed to diffuse the tension.
Focus	Choose a 'concentration point' such as a pencil on the table, a light, or a leaf outside. Concentrating on something else changes your focus from the situation that triggered your emotions.
Observe	Your context. Identify assumptions and conclusions you've made about the situation and the other party's behaviour. Recognising these will help you assess them objectively. Your emotions Identify what you are feeling. Researchers have found that verbalising emotions makes them feel less intense.
Breathe	Take a deep breath, hold, and release it slowly. Do this a few times to quickly relieve stress. Try a 4-7-8 count for inhale-hold-exhale.

Task



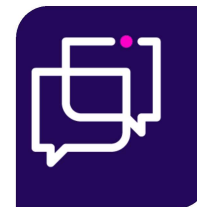
Task: Putting it all together



- Choose a conflict situation that you experienced in the past.
- Answer the questions in the handout your trainer gives you.

Task: Presenting your analysis

- Interview a partner about their conflict situation.
- Are there any similarities between your situations and the way you handled them?
- What will you do the next time you are in a similar situation?



Task: feedback

- How did you feel during the activity?
- What did you learn about yourself during this activity?
- How will this exercise help you in stressful workplace situations?

Your learning journey: assess your progress

Now you are better able to...

remain calm and composed in conflict situations to enable constructive dialogue.

You have found out about...

- evaluating the underlying values and expectations that trigger your hot buttons in a conflict.
- managing physical and emotional reactions to stress when facing conflict situations at work.

You have practised...

analysing the hot buttons and reactions in past workplace conflict situations and decide what could have been done differently.



What's next?

1. Complete the post lesson activities
2. Read more about managing your reactions to conflict

<https://hbr.org/2015/12/calming-your-brain-during-conflict>

<https://tinybuddha.com/blog/instantly-calm-stressful-situations/>

<https://time.com/4851238/how-to-stay-calm-at-work/>



Staying calm and composed

Action planning

Set yourself some goals to improve your conflict-handling skills.

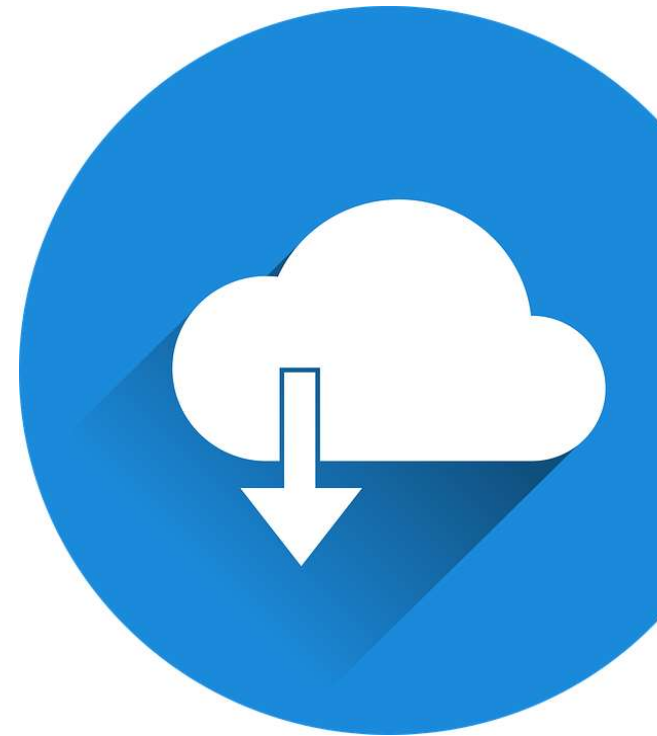
- What behaviour and types of workplace situations tend to trigger stress reactions for you?
- Which techniques will you use to remain calm and composed in these situations?
- What will you do differently to respond in a more constructive manner the next time you are in a conflict situation at work?



Materials

Make sure you have

- downloaded the materials shared by the teacher
- saved the Zoom Chat



What do you think?

Do you like our new Professional Skills themes?

What did you think of the online activities?

What further information do you need?

For more information, write to

support.englishonline@britishcouncil.org



Teacher's Notes

This slide deck was adapted by Reshmi Murali.

Notes

Share your thoughts about the lesson with the next teacher