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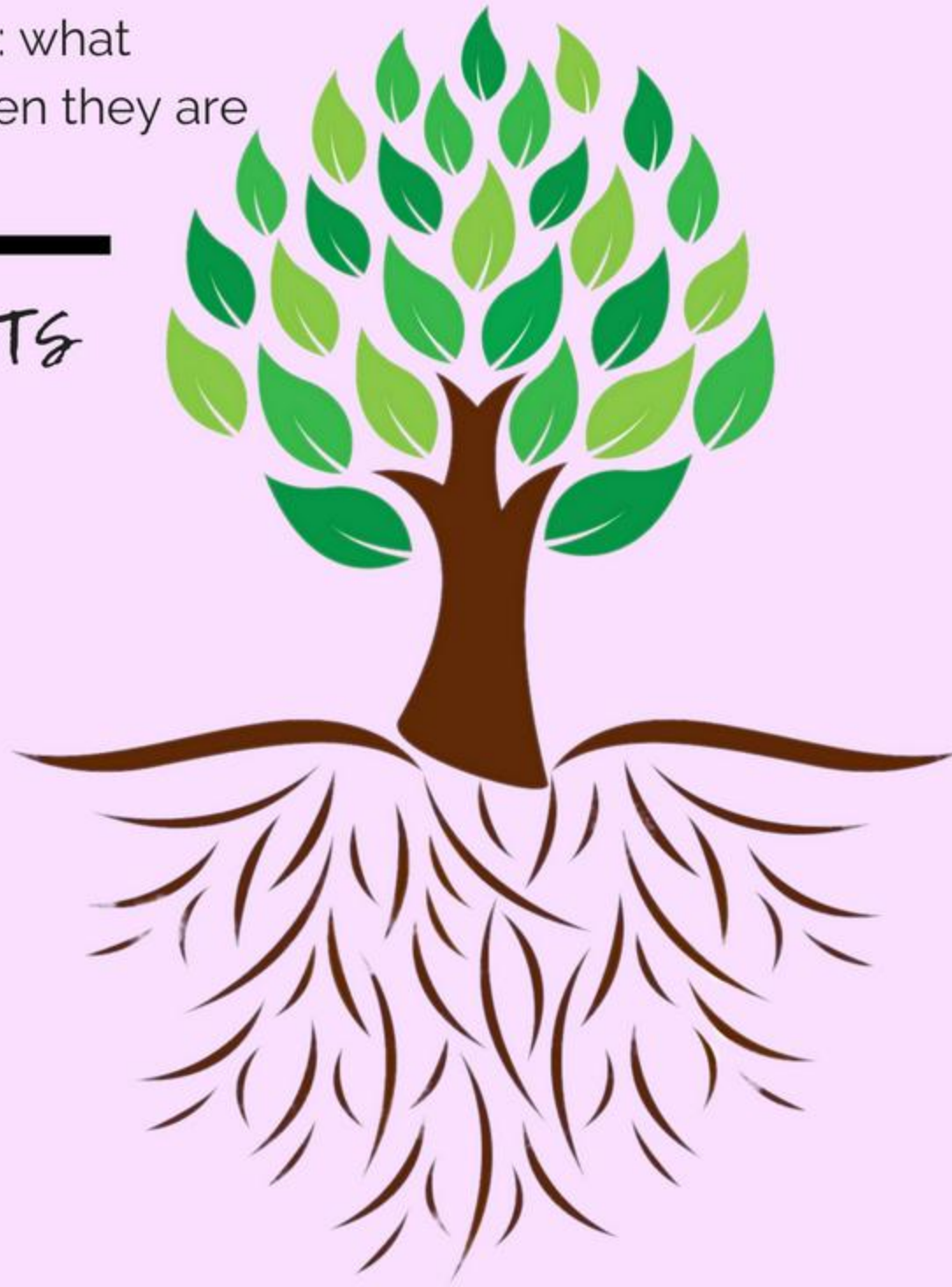
CONFLICT IS *normal*



It helps us GROW and LEARN when we approach conflict in the most effective ways.

Top of the tree: what
people say when they are
in conflict

COMPLAINTS



Below the surface:
what people
actually need from
this conflict

UNDERLYING
NEEDS



EXAMPLES

- Trust
- Respect
- Understanding
- Sympathy
- Empathy
- Love
- Time

It is important to understand someone's needs and put yourself in their shoes.

PROCESS

DEMONSTRATE UNDERSTANDING

Recap the speaker's
concerns in your
own words

ACKNOWLEDGE IMPACT

Reflect the feelings
the person had

IDENTIFY NEEDS

Say what you think
their underlying
needs are

CONFLICT STYLES

DIRECT
communication

DISCUSSION
STYLE

ENGAGEMENT
STYLE

INDIRECT
communication

ACCOMMODATION
STYLE

DYNAMIC
STYLE

emotionally
RESTRAINED

emotionally
EXPRESSIVE

CONCLUSIONS

1. Everyone deals with conflict differently
2. Everyone communicates differently
3. We must learn to adapt to these differences
4. We are all still working towards the same goal

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