

# Conflict Management & Resolution

## Part II



Refugee  
Sponsorship  
Training  
Program

Personal Responses to Conflict in the Refugee/Sponsor Relationship

## Overview

- Personal attitudes, beliefs and values about conflict
- Personal styles of approach to conflict
- Role of emotions
- Strategies to deal with emotions in conflict situations



## **Personal Attitudes, Beliefs and Values About Conflict**

1. What are my personal attitudes towards conflict?
2. Are they generally positive, neutral or are they negative?
3. How were my personal attitudes, values and beliefs about conflict influenced by my family of origin? By the cultural groups with which I identify? By significant events in my life?
4. What are my personal attitudes and beliefs about how conflict is expressed and resolved in other cultures?
5. Is there any element of cultural stereotyping, discrimination, prejudice or racism inherent in my beliefs?



## **Personal Styles of Approach to Conflict**

### **Personal Conflict Style Inventory**

by Ron Kraybill

### **Group Discussion**



## **Five Styles in Response to Conflict**

1. Avoiding: Withdraw from conflict
2. Accommodating: Highly co-operative, but very unassertive style
3. Competing (Forcing): Highly assertive, uncooperative
4. Compromising: “Splitting the difference”
5. Collaborating: Results in win-win outcome



## **Stages of Anger**

- The Triggering Event
- Escalation
- Crisis
- Recovery stage
- Post Crisis Depression

**When is it appropriate to intervene?**



## Grief

- Denial
- Anger
- Sadness
- Acceptance

**How are our emotions involved in, or hindering, conflict resolution?**



## 'Triggers' or 'Hot Buttons'

**What events/actions/behaviours arouse you to immediate anger?**





## Strategies to Deal with Emotions in Conflict Situations

### Our Own Anger:

- Be aware of your own personal triggers.
- Have strategies ready that you can use when your “hot buttons” are pushed.
- Take a few moments to calm down. Take a break, go for a walk.
- Don’t react right away. Go to the “balcony,” i.e. step back mentally (not physically) and think about the problem objectively.
- Practice stress management techniques, i.e. take several deep breaths and control your breathing.
- Try to imagine yourself in the other person’s position and what they might be feeling and upset about. What might they be needing from you?
- Don’t reject their views outright. Instead of arguing or defending, take the time to listen to them first. Then, ask them to hear you out in the same manner.
- Reframe any negative judgmental comments into more positive or neutral language.



## Strategies to Deal with Emotions in Conflict Situations

### Anger of the Other:

- Allow other person the right to feel angry. Don’t try to talk him or her out of it. Say things like “I know you’re upset.”
- Recognize the angry person may be feeling helpless and threatened and try to understand what lies underneath the anger.
- Stay calm and try to resist any temptations to respond with angry comments of your own, directed at the person.
- Instead, focus on the problem and try to co-opt the other person to do likewise.
- Use active listening responses. Determine the intensity of the feeling and acknowledge the feeling in a word that reflects that intensity.
- If the other person is escalating, remove yourself from any situation of potential danger and say you will discuss the matter further when you are both feeling less intense.

## Strategies to Deal with Emotions in Conflict Situations

### Dealing with grief and loss:

- Use active listening. Try to choose a word that accurately reflects the level of intensity of the feeling that is being expressed, i.e. sorry, sad, depressed, despairing, hopeless. Acknowledge how they are sounding, using this word.
- Continue to actively listen, trying to sum up the substance of what they are saying to you.
- The feelings should subside somewhat as they begin to talk. If the feelings escalate, you should tell them what you are observing, i.e. that they seem overwhelmed by these feelings, and how you feel inadequate to help. You can help by finding them someone with necessary expertise and let them know you will accompany them personally for support.
- If the person denies the feeling, you can reflect back your observations of their non-verbal behaviour: "You say you're not sad, and yet you look as if you have been crying."

## Thank-you



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