CONFLICT SOLUTIONS PRESENTS:

CONSTRUCTIVE CONSTRUCTIVE CONFLICT MANAGEMENT

PRESENTED TO

HOCKEY ALBERTA SUMMIT
JUNE 2022

PERCEPTIONS

Do you consider yourself a bad driver?

 If so few of us are bad drivers, why are there so many terrible drivers on our roads?

What date is this:



YOUR PERCEPTION???



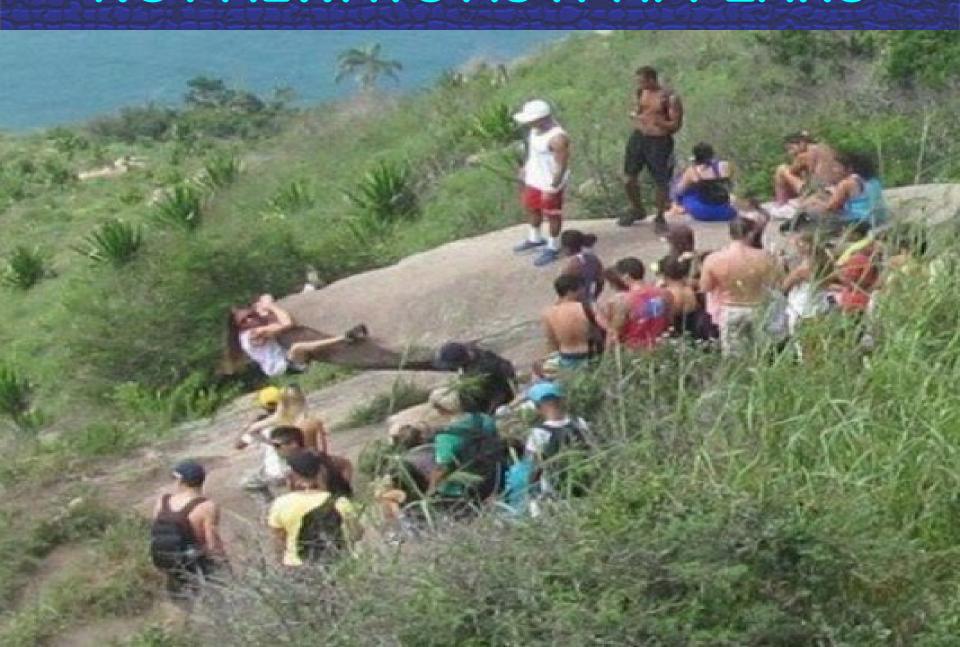
IS THIS A GOOD IDEA???



BAD OR REALLY BAD IDEA?



NOT ALWAYS AS IT APPEARS



COMPONENTS OF EVERY CONFLICT

The ISSUE is the basis for the conversation.

- The POSITION is the stance you and the other person take respecting a particular issue or point of discussion.
- The INTERESTS are the reasons or motivations a person holds that drives their behavior or supports their position.

INTERESTS ARE DEFINED AS:

- Concerns, Hopes, Expectations, Assumptions, Perceptions, Beliefs, Fears, Values and Needs.
- Example of the apartment conversation.
- Interests are uncovered by the application of the questions "why?" "why not?" and "what else?".

"WHY" SUCH A BIG DEAL?

- For some "Why?" = Personal challenge.
- The "Why" question can be the most powerfully constructive or powerfully destructive word in our language.
- It represents an opportunity to bring clarity to those we interact with.

TONE; YOUR BEST FRIEND OR WORST ENEMY

- TONE is the most powerful word in the English language. Tone equals attitude and attitude is the words THEY add to what YOU say.
- EMPHASIS is the other aspect of communication that gets us in trouble.
- "I never said you weren't good at your job".

MANAGING YOUR OWN EMOTIONS

Anger is the most misunderstood and overused of the human emotions.

 Anger is a response to an inner emotion and not a planned action.

 Feelings that underlie that anger tend to make us feel disempowered and anger helps us feel empowered.

MANAGING YOUR OWN EMOTIONS continued

 Many people use anger as the default emotion; regardless of the emotion, we label it anger.

It is safe to tell people we are angry.

 Do you believe our human emotions are a "big deal?"

I SEE YOUR POINT

 In conflict, always try to acknowledge the point the other person makes.

One of the most basic human needs.

 Important to add some "substance" to this statement; some reference to what their point actually is.

NICE, BUT...

Connecting word versus cancelling word.

"But" sets up an adversarial relationship.

"But" is the great eraser.

"But" often precedes a negative message.

Use "And" to cover your "But".



It tastes awful. And it works."

THREE LEVELS OF CONVERSATIONS

The INFORMATION LEVEL conversation:

The EMOTIONAL LEVEL conversation:

The IDENTITY LEVEL conversation:



ARE WE EFFECTIVE COMMUNICATORS?

- Some of us have a misguided understanding if what "effective communication" truly means.
- In conflict, we have two choices for our communication strategy.....
- ADVOCACY...Giving information
- INQUIRY...Seeking information



ORGAN DONATION EXAMPLE

Two identical Donation Teams

Team 1 experienced a 15% consent rate

versus

Team 2 experienced a 70% consent rate



THE SKILL OF DEFUSING

- Many different people use many different strategies.
- "Calm down" and "You had better relax"
- Other terms to avoid:
 - "Chill out"
 - "Simmer down"
 - "Take a pill"
 - "Let it go"
 - "Are you through yet?"
 - "What's your problem?"
 - "Whatever"



DEFUSING AND DE-ESCALATING

- Highly inflammatory.
 - Represents a criticism of the other person's behavior.
 - Implies they have no right to the feelings and emotions they are experiencing.
 - Creates multiple other problems.



DEFUSING

A series of strategic paraphrases, one or two exchanges.

 Move with the angry person, not against them as they would expect.

Once emotion is calmed, reason returns.



THANK YOU

FOR YOUR TIME AND ATTENTION

Gary McDougall Facilitator- Conflict Solutions

