Turning Conflict Into Opportunity

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Conflict is…

… A Discomforting Difference

Michael Dues
Conflict Strategies
(Thomas & Kilmann)

- Compete / Dominate
- Accommodate
- Avoid
- Compromise
- Collaborate
One Georgia homeowner used polka dots as a protest to get approval to renovate his stairs.
Keys to Effective Resolution

“If we don’t change the direction we are going, we are likely to end up where we are heading” – Chinese saying

• Identify Interests vs. Positions

• Pull weeds from the root (3 times rule)
Drawing Exercise

-you will need a pen/pencil and a blank sheet of paper

-No questions – please draw exactly what you heard me say
Are you looking at the same picture I am?
Get the Picture

“The real voyage of discovery consists not in seeking new landscapes but in having new eyes” – M. Proust

Effective Listening

• Practice good habits
• Ask questions & paraphrase
• Reframing:
  • Change Your Words Change Your World
  • The Power of Words 2: Change Your Words, Change Your World
• Healthy argumentation vs. verbal aggression
Schemas: Facts → Infer → Imagine…
Values and Emotions

Do: Acknowledge them

Don’t: negotiate them
Anger
The ABC’s of Assessment & Resolution

• Achieve Rapport
• Boil Down the Issues
• Clarify Wants (interests & goals)
• Develop a Game Plan
The 18th Camel

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