

Welcome to

Managing Conflict

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Objectives: You will be able to

- Identify and explain the Aiki approach to managing conflict that includes being centred.
- Apply Communicate Strategies in a way that gives you the best chance of achieving a resolution and an appropriate outcome.

Understanding Conflict: Myths

- Conflict is bad
- Conflict is a contest



The Aiki Approach

Accept your connectedness

Connectedness is reality - Separation is an illusion

- Ki (energy) connects all things
- Relationship is about contraction and expansion. We choose to expand our Ki or contract our Ki.
- True strength is flow and a willingness to connect.
- Unlimited power is available to the extent we let go of fear & tension.

Conflict

- Acknowledge

and

- Move



Choices

- In conflict do we...

Fight? – I am right pal

Flight? – freeze, I want out of here

Flow? - get centred, move, but stay connected and problem solve.

The Aiki approach - centred

Choose to be centred - Being calm & centred:

- It allows you to be more open and confident.
- It produces emotional / physical stability.
- It has +ve effect on relationships.
- It brings you to a point of clarity and it's a powerful state.
- It is the key to responding rather than reacting
- It is always your choice at any time

I know I am centred when I
am..

Balanced & stable.

Breathing from my belly.

Relaxed, calm & focused.

Aware internally & externally.

Feeling emotions & learning.

Connected.

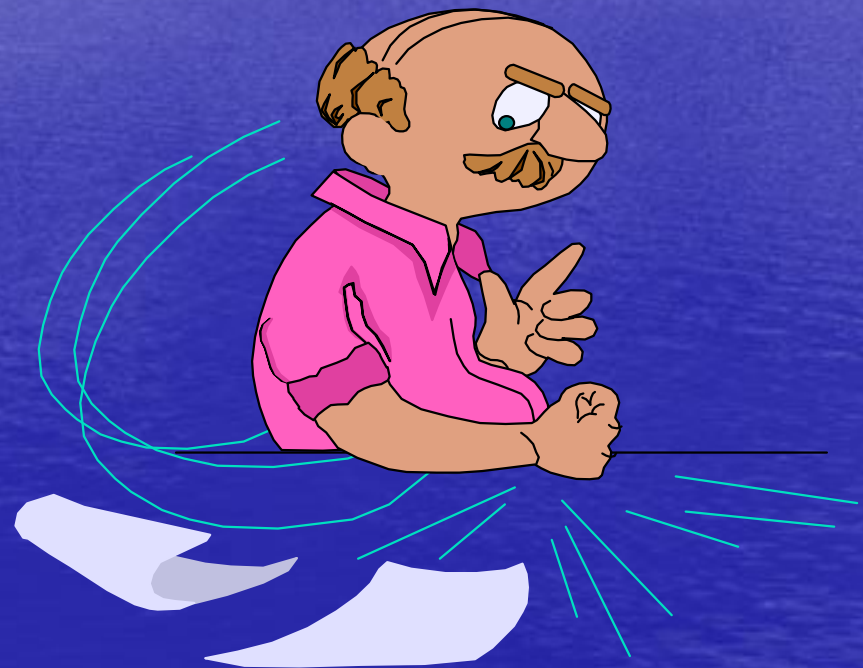
Energised by purpose.

Unattached to outcome.

Laughing often.

Thinking & Emotion

- Thinking about future threat always leads to anxiety & fear.
- Thinking your rights are violated always leads to anger.



Signalling non-aggression

- Control your breathing rate - centred
- Reduce tension in your muscles
- Adopt a relaxed, friendly approach on meeting
- Use open hand language
- Listen actively
- Match & mirror – be careful though
- Keep your voice low
- Ask permission to respond – “would you like me to explain in more detail?”
- Suspend judgement

Communication Strategies

Tactics

- Don't argue with driver or 3rd party
- Choose to ignore insults keep any responses "adult"
- Stay calm & centred & "dance in conflict"
- Use relationship building skills at start

Skills

- Active listening & rapport: mirror
- Paraphrase & Summarise
- Reflect feelings back: "I can see you are upset"
- Be specific & ask specific questions: Ask "what specifically?" and "how specifically?"

Communication Strategies

- Maintain dialogue only by acknowledging what they are saying/feeling but respond non emotionally .
- Use silence
- Accumulate “yeses” if possible

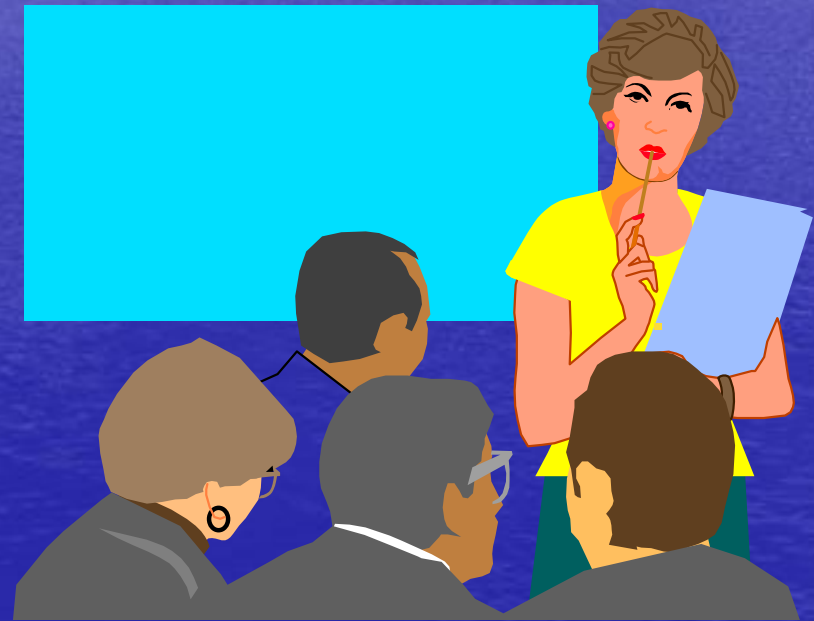
- **Challenge them**
- Warn of the consequences of any threatening behaviour
- Use conditional limits: “once you stop that we will...”
- Request compliance: “ please stop doing that “
- Be assertive – use “broken record technique” and direct “you/me talk”

Your words: Use "I" not "You"

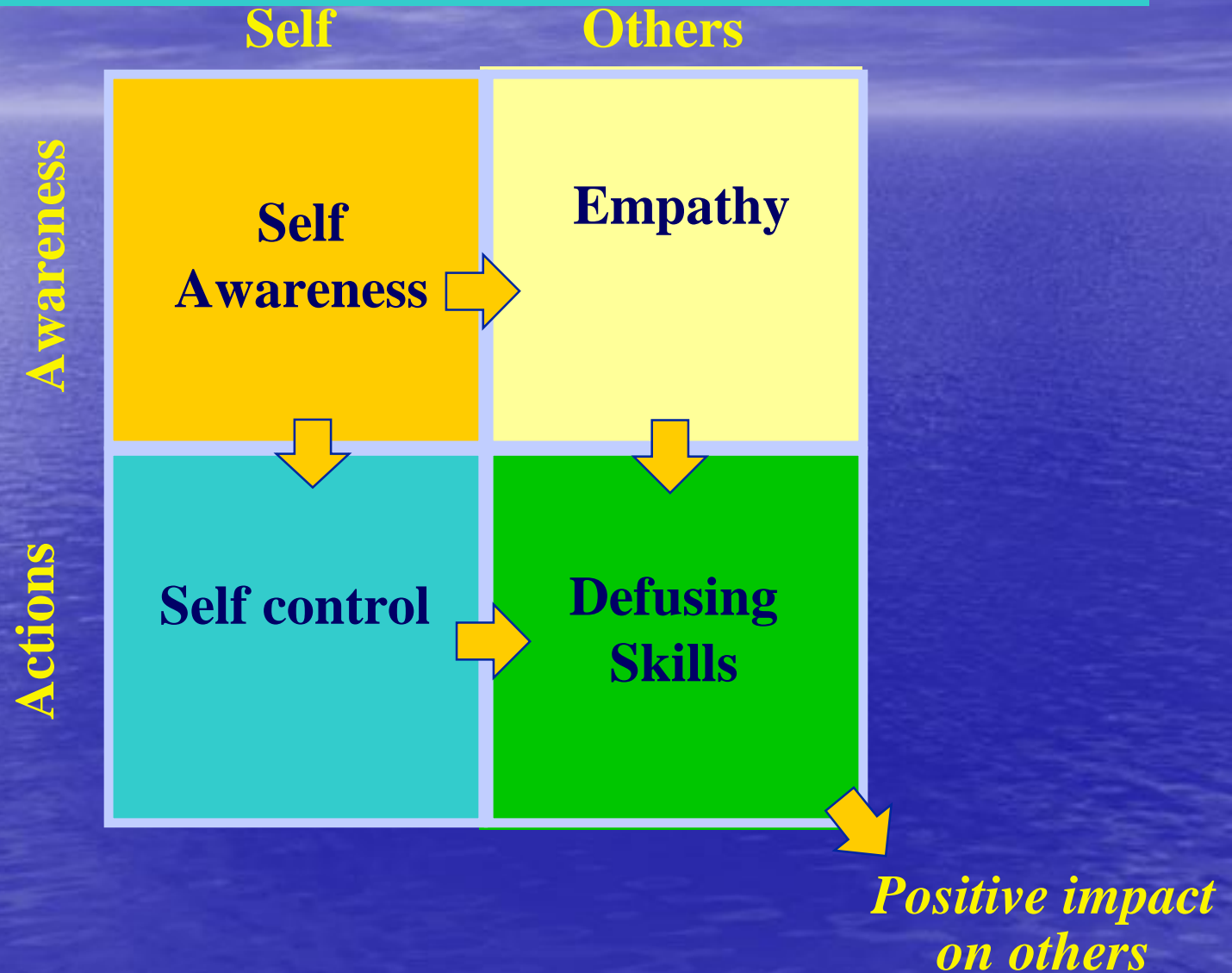
- State situation (I think...)
- Explain your feelings (I feel...)
- State desired outcome (I would like...)

Confronting Skills

- Say exactly what the behaviour is.
- State effect.
- Pause.
- State the behaviour you want.
- Ask for agreement.



Factors in Managing conflict



Personal challenges?

- Are there one or two things you could decide to do from now on, that would improve your ability to manage yourself and others during a conflict situation?



Ultimate Challenge

- " Respond intelligently even to unintelligent treatment"

Lao-Tsu