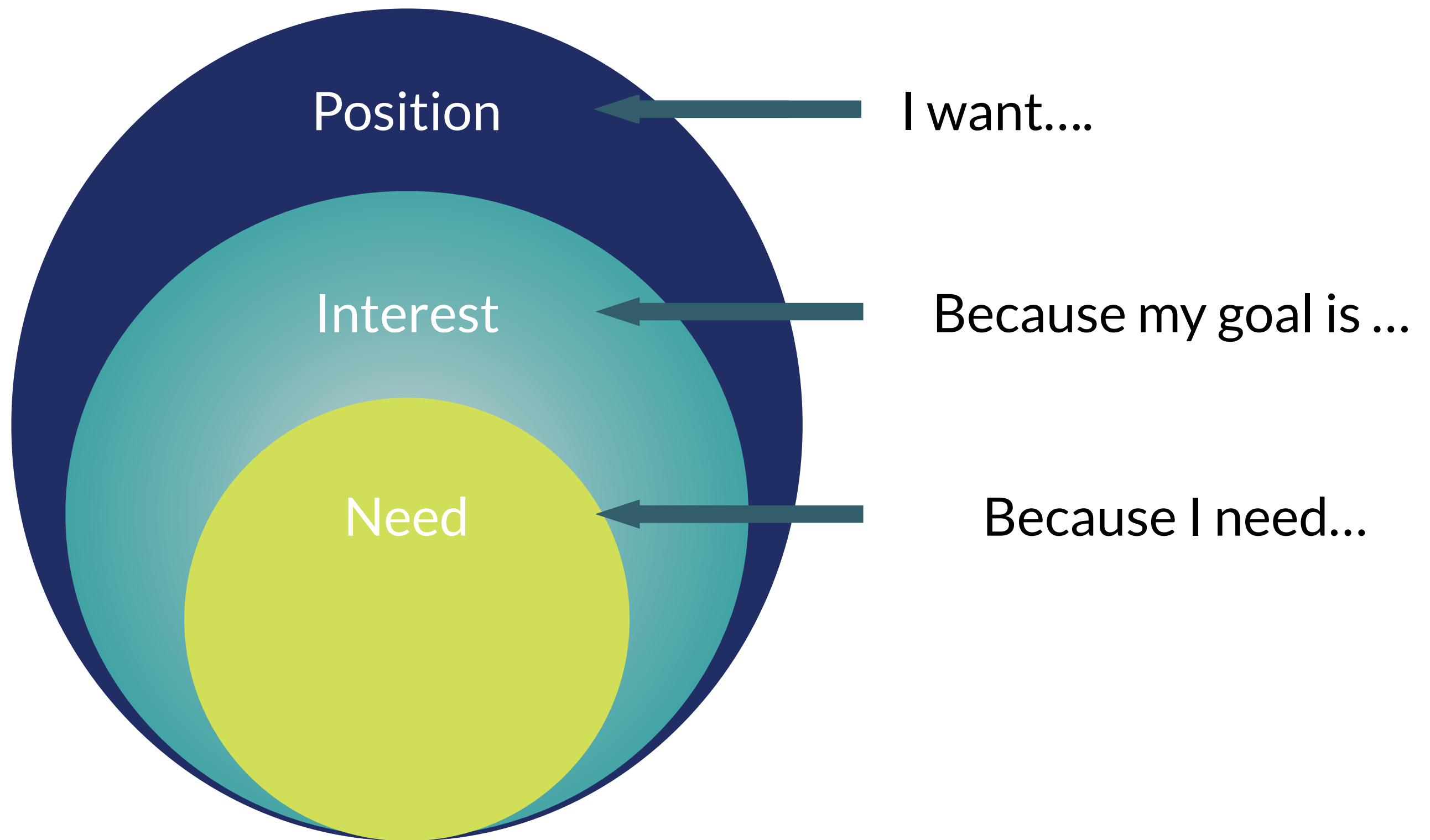


5 top tips for conflict resolution

Jo Frost

What is conflict?

1. Identify positions, interests and needs



Position, Interest & Need

Why do you want what you want?

2. Listen 1st, speak 2nd

"I just love being ignored!"

Said no one ever.



som^{ee}cards
user card

Listening cheat sheet

- Encouraging: “Tell me more...” “You said earlier...” “Could you explain what happened?”
- Acknowledging: “I see.” “OK.” “That sounds really important to you.”
- Checking: “You seem angry.” “Am I right in thinking you said...?”
- Clarification: “I’m not sure I understand.” “Did you say...?”
- Affirmation: “Thank you for bringing this to my attention.” “I want to help find a solution for this.”
- Empathy: “I can understand why you are concerned about this.” “I hear from you that this situation has been very difficult for you and you're getting impatient.”
- Ask a variety of questions: “Could you tell me more about that please?” “When exactly did this happen?” “What was said to you?”
- Reflecting: “I’m sick to death of this” - “You’re sick to death? What particularly upsets you?”
- Summarising: “So there seems to be several thing that are important to you...” “There were three breakdowns in communication.”

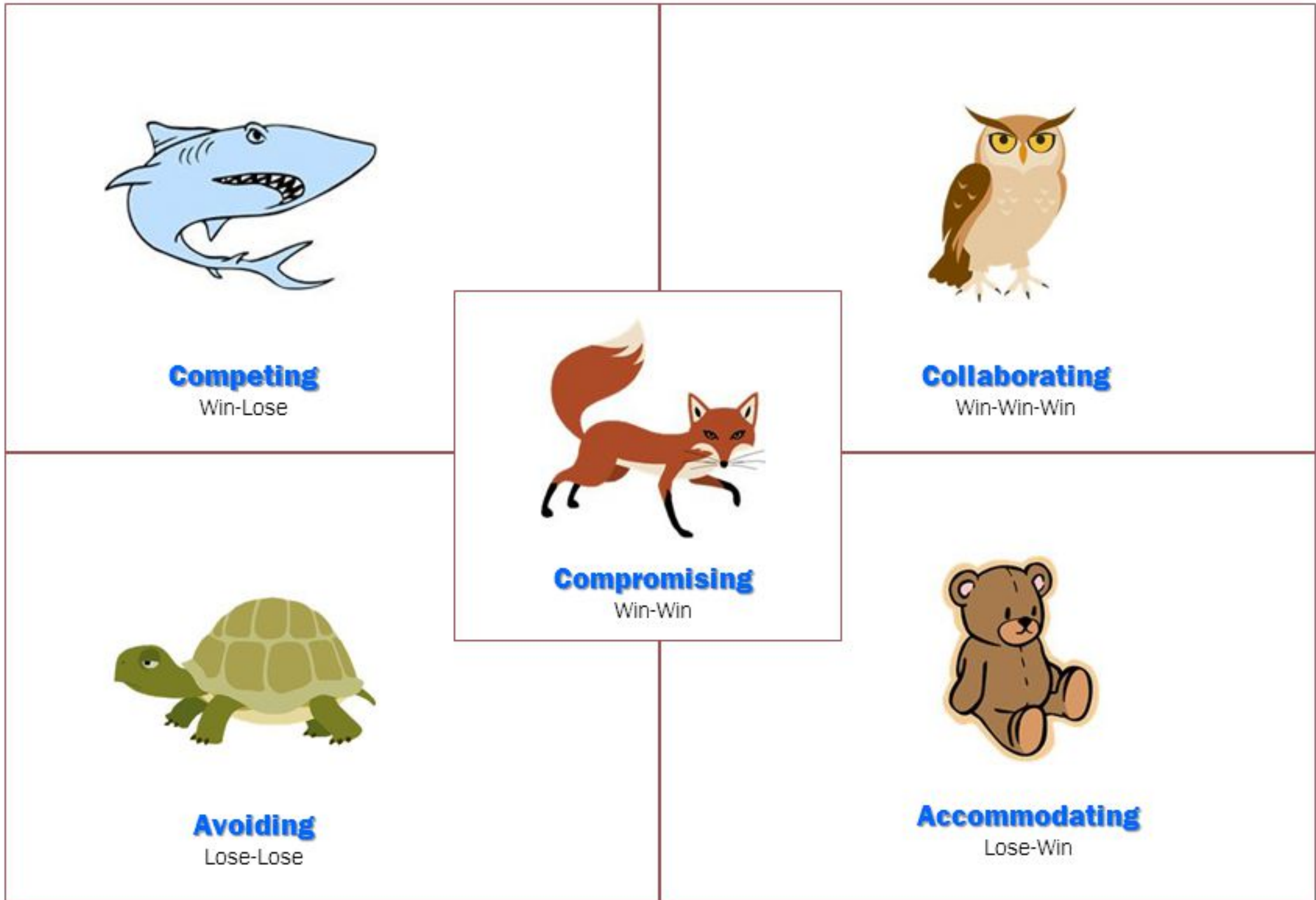
3. Ask better questions

Ask better questions

- Open questions
- Closed questions
- Focused
- Specifying
- Clarifying
- Challenging

4. Manage the style of conflict

Increasing Value on Goals



Increasing Value on Relationship



TURTLE

Believe most conflicts will resolve themselves.
Can minimise, deny and avoid conflict altogether.
No value on relationship or goals. Can feel helpless.

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ESCALATE

SHARK

Strong and brings conflict out into the open.
Places less value on emotion or needs of others.
Can be pushy or tactless.

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BUILD RAPPORT

TEDDY

Seeks harmony. Values relationship above personal goals. Likeable. Can have low self esteem and accept blame to bring peace.

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AFFIRM NEEDS

FOX

Willing to find a solution. Able to craft intermediate solutions. Prepared to lose and find compromise.
But expects the other party to do the same.

FOX

Willing to find a solution. Able to craft intermediate solutions. Prepared to lose and find compromise.
But expects the other party to do the same.

OFFER COMPROMISE

OWL

Focuses on trust, rapport and working together for solution.
Everybody wins and everyone has a positive outcome.
Time consuming tactic and requires everyone to work together for a solution.

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HIGHLIGHT STEPS TO RESOLUTION

5. Never underestimate the power of an apology



An apology

- NOT “I’m sorry but...”
- NOT “I’m sorry if...”
- “I’m sorry that...”
- Don’t confuse condolence with apology

BONUS: Pray

Thank you for your time

eauk.org/conflict