Conflict Engagement and Communications Workshop

AVICC 2016 – AGM and Convention

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Outline of Workshop

1. Conflict in Context – A very brief intro to conflict and communication.

2. Introduction to the Conflict Tools Worksheet.

3. Hands-on Exercise – working in pairs on a scenario.

4. Debrief and Review.

… but first

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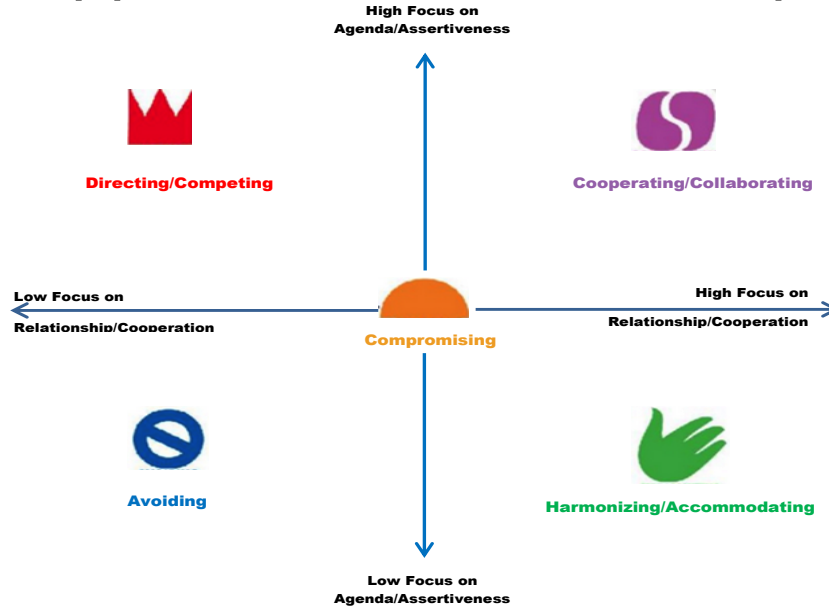# How well do you work with conflict – a self-assessment – **Hands-on Exercise – #1**

- Let's set a baseline – a quick self-assessment to get a sense of how skilled we are with conflict.

- The assessment was put together by Gerrie Waugh.

- The basic point is we can all improve our skills – on what areas do you want to focus?

- The value comes from being honest with yourself!

- So let's start …

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Conflict in Context

- Conflict is a basic aspect of life – at home, at work, in the community etc.

- We need to recognize that it can be either a catalyst for innovation, new ideas and growth – or it can be highly destructive.

- What's in a word – resolution? – management? – engagement?

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Conflict in Context

We each approach conflict with a particular "style."

High Focus on Agenda/Assertiveness

Directing/Competing

Cooperating/Collaborating

Low Focus on Relationship/Cooperation

Compromising

High Focus on Relationship/Cooperation

Avoiding

Harmonizing/Accommodating

Low Focus on Agenda/Assertiveness

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Saturday, April 9, 2016 · slide 5 of 17

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Conflict in Context

- Communication Skills are paramount

- The common theme is that it is, in the first instance, "all about you – not the other guy!"

- With a bit of observation, commitment, and work we can all enhance our comfort and success engaging in conflict.

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Introduction to the Tools Worksheet

Part I – Preparation – it all starts here!

- Tool #1 – Name the Issue(s) – start by getting very clear about the issues.

- Tool #2 – See the other Person as a "Client" – someone who is important to you and your success.

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Introduction to the Tools Worksheet

Part II – During the Conversation – managing yourself and getting the best!

- Tool #3 – Reframe their message let them know you hear them.

- Tool #4 – Ask Curiosity questions.

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Introduction to the Tools Worksheet

Part II – During the Conversation – managing yourself and getting the best!

- Tool #5 – Gerrie's Communication Package of 4
  - ✓ Eye contact
  - ✓ Facial expression
  - ✓ Words
  - ✓ Tone

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Introduction to the Tools Worksheet

Part II – During the Conversation – managing yourself and getting the best!

- Tool #6 – Don't stress the negative – emphasize the positive – skip the verbal eraser – avoid "but!"

- Tool #7 – Avoid fighting words

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Hands-on Exercise – #2

Getting Ready – 10 Minutes

• In groups of 2 – decide who will take the "skilled communicator" role – this will be the most difficult role – and who will be the less skilled communicator.

• Read your version of the scenario – consider Tools #1+2 to lay the foundation – then review Tools #3–7 to get them fresh in your mind.

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Hands-on Exercise – #2

Conduct the Conversation – 10 minutes

- Let the conversation unfold – they are always organic.

- Skilled Communicator – try to notice what is happening – try to keep Tools #3-7 in mind.

- **Remember to breath!**

- Less-skilled Communicator – try to modulate your interaction – if your partner is doing well amp it up – if they are struggling cut them a little slack.

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Hands-on Exercise – #2 – Back to the Tool Sheet

Reflection on the Conversation – 10 Minutes

- Tool #8 – Measure My Improvement.

- Tool #9 – Reduce my own "wear and tear" with the other person.

Do this work alone for a minute or two and then share with your partner.

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Hands-on Exercise – #2 – Back to the Tool Sheet

Reflection on the Conversation – 10 minutes

- This is about surfacing the learning and claim your development!

- The Dr. Phil question – "how's that working for you?"

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Review and Debrief

A few reflective questions:

- What did you notice?

- What did you learn?

- How do you feel now?

- What is your commitment?

Any questions?

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Some Resources

- Kraybill Conflict Styles Inventory – http://www.riverhouseepress.com/.

- A lot of material available – Difficult, Fierce, Crucial, etc.

- *Focused Conversations,* Brian Stanfield – The Intercultural Association of Canada – http://ica-associates.ca/.

- *People Skills,* Robert Bolton – http://ridge.com/ – Amazon.ca and other booksellers.

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Thank you!!!

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