Conflict Engagement and Communications Workshop
AVICC 2016 – AGM and Convention
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Saturday, April 9, 2016
Outline of Workshop

1. Conflict in Context – A very brief intro to conflict and communication.
2. Introduction to the Conflict Tools Worksheet.
4. Debrief and Review.

... but first
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 …
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?
Conflict in Context

We each approach conflict with a particular “style.”
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.
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.
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.
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
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
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.
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.
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.
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?”
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?
Some Resources


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


Thank you!!!