“Whenever you’re in conflict with someone, there is one factor that can make the difference between damaging your relationship and deepening it. That factor is **attitude**.

~William James
DEFINING CONFLICT…

: a struggle for power, property, etc.

: strong disagreement between people, between groups that results in often angry argument

: disagreement between ideas, between feelings, etc.

…A struggle for power between people, between groups, between ideas, and between feelings

“Between” = Attitude
WHY I HOPE YOU’RE HERE…

- **YOU** sincerely want to **influence** others in a positive way
- **YOU** want to build trust and **influence** positive interactions
- **YOU** want to **influence** in a way that invites and gives respect
- **You** want to use your **influence** for change…for good

THE KEY FACTOR = **YOU**!
THE KEY FACTOR = **YOUR ATTITUDE**!
What is your **ATTITUDE** when dealing with **CONFLICT**?
HOW THE STORY OFTEN GOES…

The Use of Power in Three Responses

- Fight
- Flight/Avoidance
- Silent/Shutting Down

THAT’S NOT HOW THE STORY ENDS…

The Problem Remains

- Negative feelings
- Bitterness
- Resent
- Ongoing Anger
- Unwillingness to give
WHOSE PROBLEM IS IT?

1. Who owns the problem?
The person who is affected by the problem

2. What is the owner’s responsibility?
To work toward resolution, even if she/he is not the cause of the problem

CONFLICT DOESN’T HAVE TO BE NEGATIVE…
WHERE IS THE OPPORTUNITY?

Powerful Conversation

Tell Your Story
Invite Stories
Our Stories

POWERFUL CONVERSATION...

- Powerful Listening
- Powerful Learning
- Powerful Action
POWERFUL LISTENING…

- More than waiting until it’s your turn
- More than eye contact
- More than an open posture
- More than collecting information.

POWERFUL LEARNING…

- Seek to understand, not just to be understood
- Be open to seeing what you did not see before
- Explore strategies to move beyond and forward
- Process before responding
POWERFUL ACTION…

- Begin and stay on the balcony
- Keep resolution in the forefront
- Lead with compassion
- Pursue peace at all times
- Go after the Victory, not the Win!

WHAT GETS IN THE WAY?

- Emotions
- Taking things personally
- Mental attitude
- Fear
- Imbalance
- Lack of focus on RESOLUTION
Be the attitude you want to be around.

~Tim DeTellis

QUESTIONS...
Please Contact Me:

- Customized Workshops
- Keynote Presentations
- Executive Coaching
- Team Building
- Leadership Training
- Diversity & Inclusion Seminars
- Organizational Consulting

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