



CONFLICT RESOLUTION:
A CATALYST FOR POSITIVE
CHANGE!

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“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

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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.

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DEFINING CONFLICT...



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

“Between” = Attitude

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| 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

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THE KEY FACTOR = **YOU!**

THE KEY FACTOR = **YOUR ATTITUDE!**

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What is your **ATTITUDE** when dealing with **CONFLICT**?

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HOW THE STORY OFTEN GOES...

The Use of Power in Three Responses

- ❖ Fight
- ❖ Flight/Avoidance
- ❖ Silent/Shutting Down



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THAT'S NOT HOW THE STORY ENDS...

The Problem Remains

- ❖ Negative feelings
- ❖ Bitterness
- ❖ Resent
- ❖ Ongoing Anger
- ❖ Unwillingness to give



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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

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CONFLICT DOESN'T HAVE TO BE NEGATIVE...



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WHERE IS THE OPPORTUNITY?



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POWERFUL CONVERSATION...



- ❖ Powerful Listening
- ❖ Powerful Learning
- ❖ Powerful Action

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POWERFUL LISTENING...



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

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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

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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!

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WHAT GETS IN THE WAY?



- ❖ Emotions
- ❖ Taking things personally
- ❖ Mental attitude
- ❖ Fear
- ❖ Imbalance
- ❖ **Lack of focus on RESOLUTION**

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