

CONFLICT RESOLUTION: A CATALYST FOR POSITIVE CHANGE!

Katrina Spigner, CPEC, MSW Solutions NOW

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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

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 <u>struggle</u> 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

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THE KEY FACTOR = \underline{YOU} !

THE KEY FACTOR = $\underline{YOUR\ ATTITUDE!}$



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



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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?

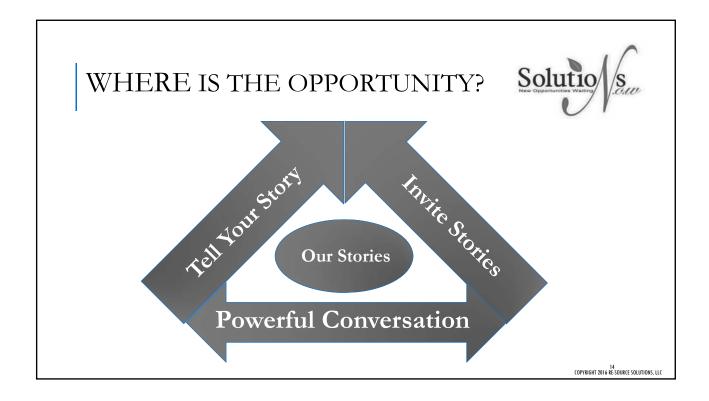
 The person who is affected by the problem
- 2. What is the owner's responsibility? To work toward resolution, even if she/he is not the cause of the problem

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CONFLICT DOESN'T HAVE TO BE NEGATIVE...







POWERFUL CONVERSATION... Solution



- 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...



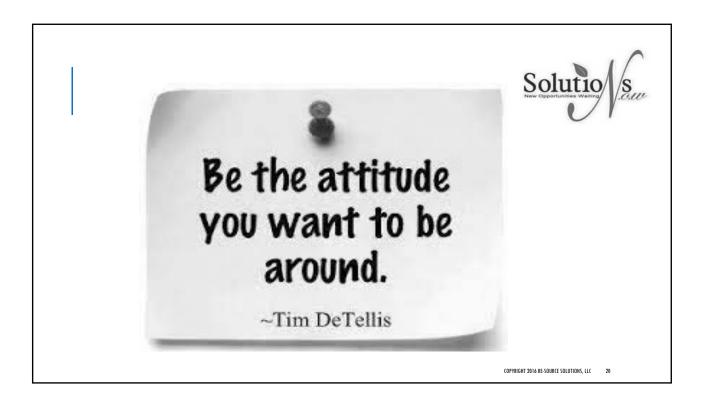
- Begin and stay on the balcony
- Keep resolution in the forefront
- Lead with compassion
- Pursue peace at all times
- ❖ Go after the Victory, not the Win!

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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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