



Areas of Study

1. Raising an issue
2. Listening Without Judgment
3. Discovering interests needs, not positions
4. Working with perceptions
5. Respecting emotions
6. Generating options
7. Agreements Write or not
8. Being a peacemaker In your life
9. Understanding BATNA
10. CPS – a matter of choice – or not

Recall A Conflict

Think about a time when you were 'wronged' and a conflict story began.

You will use this image as we go through the basics of Conflict.

Most importantly to this discussion – consider your NEED if it was your conflict – or the person's need if you are thinking of another conflict that did not involve you. .

What do we conflict about?

Interests

- We conflict when our personal needs are not met or neglected.
- We conflict when someone blocks our growth
- We conflict when someone de-values us
- We conflict when someone dismisses us
- We conflict when our vision is stomped on

We all need to be heard

Need = Resources

- We conflict about money
- We conflict about how money is spent
- We conflict about space
- We conflict when we need stuff
- We conflict when we aren't treated fair
- We conflict with things are distributed fairly
- We conflict when our freedom is approached
- We conflict about control – who wants it

We need our share

Need = Style

- We conflict involving personality
- We conflict around differing perspectives
- We conflict around lifestyles,
- We value differently
- We believe differently
- We see things differently

We need to be right

Need = Methods

- Conflict about *how things are done*
- Conflict about how things *should be done*
- Conflict about how things *were done*

We need to be right

Conflict is About

Loss


Perceived, real or imagined
Present, past or future

The Emotions Of Conflict

What we need in conflict?

Power – need to control, need to influence, need to be heard and counted in or valued as important, to win, to get back what was lost, to make sure nothing more is lost, to protect against loss.


Fight, flight, unite



The Emotions Of Conflict

What we need in conflict?

Approval – affection, acceptance, ok-ness, fitting in, being seen as a good (right) person, fairness, rightness.




The Emotions Of Conflict

What we need in conflict?

Inclusion – need to for social acceptance (layers of groups) and not to be perceived as wrong or bad or a big loser as that will put you outside the fold.

Basic human need



The Emotions Of Conflict


What we need in conflict?

Justice – need to be treated fair, equality, right, need for apology for wrong (perceived), retribution.

A word about perceived intent and victimization



What Is Your Conflict Style? Survey




What We Need At Work?

- Trust
- Teamwork
- Quality Work from self and others
- High Morale
- Self-esteem at the center
- Loyalty
- Respect for all levels and between all levels
- A chance to change and grow
- A way to make needed changes
- A process for conflict resolution (purposeful)




Model For Peacemaking

Cooperative Problem Solving
No person needs to do anything, this changes you




It's a Process, here are the Steps you will learn.

1. Raising an issue
2. Listening Without Judgment
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Step 1: Raising an issue worksheets

1. Prepare:
 - o Time: Don't be rushed - take time to think
 - o Place: private - off the floor
 - o "Take a deep breath" and soften yourself
2. Put it on the table:
 - o State the problem and why it's a problem
 - o Be respectful; talk about behavior, not personal traits - what happened.
 - o Speak for yourself, not others - even if...everyone..
 - o Be brief - and gentle - but clear



Raising an issue cont.

3. Invite cooperation:
 - o "I'd like to come up with a solution that makes sense to both of us."
 - o "I think we can solve this together?" etc.
4. Listen and learn:
 - o "Listen actively" - don't prepare - patience
 - o Be patient and tolerant of different styles of communication - and emotions especially.
5. Blocks - Understand but persist - Choice



Step 2: Listening (Without Judgment)

Handling Defensiveness?

Criticism Opposite Rule

Rules for active listening

- o Listen with respect – give them time to talk
- o Don't challenge or interrupt
- o Check for understanding
- o Don't problem solve



Step 3: Discovering interests needs, not positions

OTHER PEOPLE'S PROBLEMS!!!

What is important to you about doing it that way?

- o What benefits will your WAY bring?
- o What are your concerns about my way?
- o What do you want to have happen?
- o What do you hope to accomplish?
- o What concerns do you have?
- o What problem are we trying to solve?
- o Are there other problems?
- o What will it take for us to work together?
- o What would need to happen for you to feel satisfied?
- o What is the best-case scenario for you?




Step 3: Discovering commons

Use what you have in **COMMON**

The emotional issues

- Power
- Approval
- Inclusion
- Justice
- Continued good relationship


We both want.....What



Step 4: Working with perceptions

- o Appreciating perceptions helps us distinguish between people and problems - It's OK for each to think differently – just know that each does.
- o We tend to attribute different behavior to "badness".

Identify how you see the problem differently, role play the other persons perception of this – take the opposite side and explain your **interest AND need**




Step 5: Respecting emotions

- o Identify the emotions you feel when in conflict

Identify the **behavior** associate with their emotions that tell you they are having that emotion.

How do you know what **they** are feeling? confirm

What is so threatening about someone's emotions?




Step 6: Generating options


What might be some solutions that may meet both you're your interests?

Me _____ Them

I need _____ They need




Summary



Being a peacemaker in your life

If you cannot BE a peacemaker, at least THINK like a peacemaker:


- When others come to you in conflict think
- What are their needs / interests?
- Ask questions that help them identify those.
- In your own life if you cannot use CPS you can at least feel CPS**
- Relax, soften, accept, be willing to be an observer not a victim.



Design your BATNA

This is the what if that alleviates your Desperation to fix, solve, win, find peace

- How important is this?
- How much energy do I have?
- What is at stake here really?
- What will happen if I don't get ___?
- I don't have ___, and that is why I want ___
- They don't have ___ and that is why they want I (they) feel ___ so I (they) want....



CET Projects Lesson 10

1. Complete the Conflict Workbook and submit to your instructor.
2. Research your local area (state?) or state for a list of Dispute Resolution Centers.