Remove the Boxing Gloves: Navigating Uncomfortable Situations Successfully

Laura Dupree, M.Ed.
AMS Credential
Objectives

• Test your conflict resolution expertise
• Sources of conflict
• Methods of conflict
• Background information
• How we communicate
• Perception versus reality
• Levels of listening
• Active listening
• Six paradigms of human interaction
• The process of removing the boxing gloves
Sources of Conflict

- Change
- Personal problems
- Conflicting goals and objectives
- Limited resources
- Organizational conflict
- Deadline pressures
- Personality differences
- Differing expectations
Methods of Conflict

• Denial
• Suppression
• Power
• Compromise
• Collaboration

— Behjat Sharif—Associate Professor of Health Science; Ph.D., Texas Women's University
Background Information

• How do/did we learn our own styles of conflict management?
• Role models?
  – Family members
  – Celebrities
  – Teachers/mentors/coaches
  – Media examples
93% of a message’s meaning comes from things other than words!
Perception is Reality!

- What do you see?
Perception is Reality!

- What do you see?
Perception is Reality!

- What do you see?
Levels of Listening

- Ignoring
- Pretend Listening
- Selective Listening
- Attentive Listening
- Empathetic Listening

“Everyone’s life is so singular, so unique. Who will listen to understand that uniqueness?”

~Stephen R. Covey
Ignoring

• Making no effort to listen
Pretending

• Giving the appearance you are listening
Selective

- Hearing only the parts of the conversation that interest you

"I said SIT!, You Idiot!"
Attentive

- Paying attention and focusing on what the speaker says and comparing that to your own experiences
Empathetic

• Listening and responding with both the heart and mind to understand the speaker’s words, intent, and feelings
Empathetic

Skill

Attitude
Active Listening

• Look at the person speaking
• Maintain an open mind
• Pay attention
• Ask questions
• Repeat what the speaker says
• Listen for the feelings of the speaker
• Don’t: Interrupt, change the subject, make up your mind before the person finishes speaking
Six Paradigms of Human Interaction

- Win-Win
- Win-Lose
- Lose-Win
- Lose-Lose
- Win
- Win-Win or No Deal
Win-Win

• Characteristics
  – Seeks mutual benefit
  – Is cooperative, not competitive
  – Listens more, stays in communication longer, and communicates with more courage
Win-Lose

• Characteristics
  – Is very common scripting for most people
  – Is the authoritarian approach
  – Uses position, power, credentials, possessions, or personality to get the “win”
Lose-Win

• Characteristics
  – Voices no standards, no demands, no expectations of anyone else
  – Is quick to please or appease
  – Buries a lot of feelings
Lose-Lose

• Characteristics
  – Is the mind set of a highly dependent person
  – Is the same as a “no win” because nobody benefits
Win

• Characteristics
  – Is self-centered
  – Thinks of “me first”
  – Doesn’t really care if the other person wins or loses
  – Has a Scarcity Mentality®
Win-Win or No Deal

• Characteristics
  – Allows each party to say no
  – Is the most realistic at the beginning of a relationship or business deal
  – Is the highest form of “win”
## What Win-Win Is and Is Not

<table>
<thead>
<tr>
<th>Is</th>
<th>Is Not</th>
</tr>
</thead>
<tbody>
<tr>
<td>A courageous effort</td>
<td>Always being “nice”</td>
</tr>
<tr>
<td>The best way to get to interdependent relationships</td>
<td>Always achievable</td>
</tr>
<tr>
<td>A philosophy of human interaction supported by an Abundance Mentality®</td>
<td>A manipulative technique</td>
</tr>
<tr>
<td>A character-based code for interactions</td>
<td>A personality-based thought pattern</td>
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</table>
Win-Win Character

- Integrity
- Maturity
- Abundance Mentality®
Conflict Resolution Process

1. Find a good time and place to talk
2. Discuss the problem – Clarify issues
   – Get all the facts
   – Use active (aka reflective) listening
   – Use “I” messages
   – Focus on the problem, not the person
   – Avoid communication blockers
   – Be honest
Conflict Resolution Process

4. Generate a variety of options; brainstorm

5. Choose a solution that works for everybody

6. Try the solution. If it doesn’t work, go back to step three and renegotiate
Remember

• One person speaks at a time
• Be respectful
• Focus on the problem, not the person
• Focus on interests, not positions
• Listen, summarize, clarify
• Any party can call for a break
Effective Verbal Communication

• Remain calm
• Intervene in private
• Keep it simple
• Watch body language
• Use silence
• Use reflective questioning
Avoid At All Costs

• Power struggles
• Being detached from conflict
• Letting conflict set the agenda
IDEA: Remove the Boxing Gloves

• I = Investigate the Situation
• D = Develop Alternatives
• E = Evaluate Alternatives
• A = Action
In Case of Hostility

• Never attempt to negotiate when the other party becomes hostile or verbally abusive
• Tell the person your limits
• Walk away from the person if necessary
• Report the situation to a superior (sponsor/advisor/professor) immediately
References