

Becoming More Conflict-Competent: Understanding Conflict to Reduce Stress

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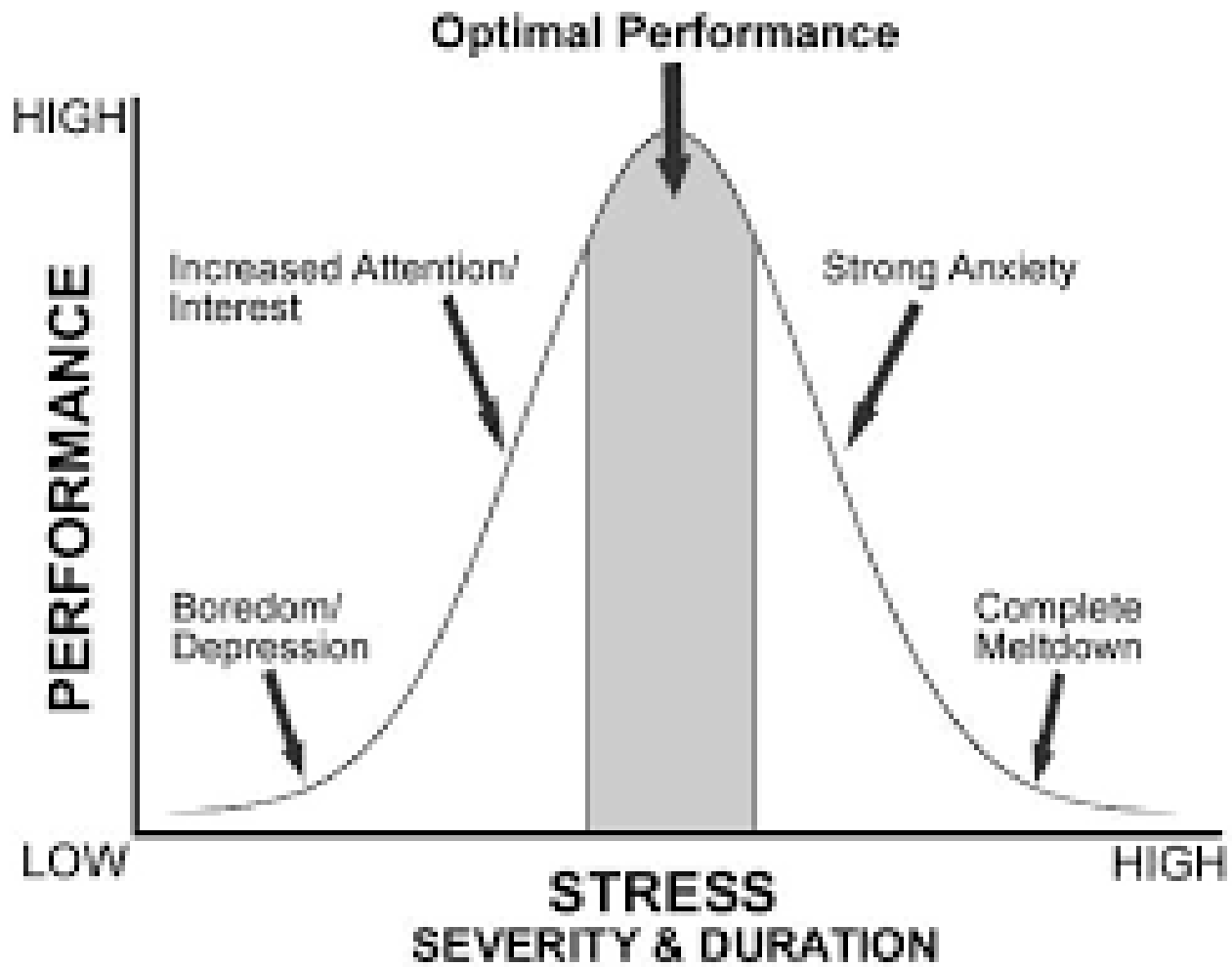


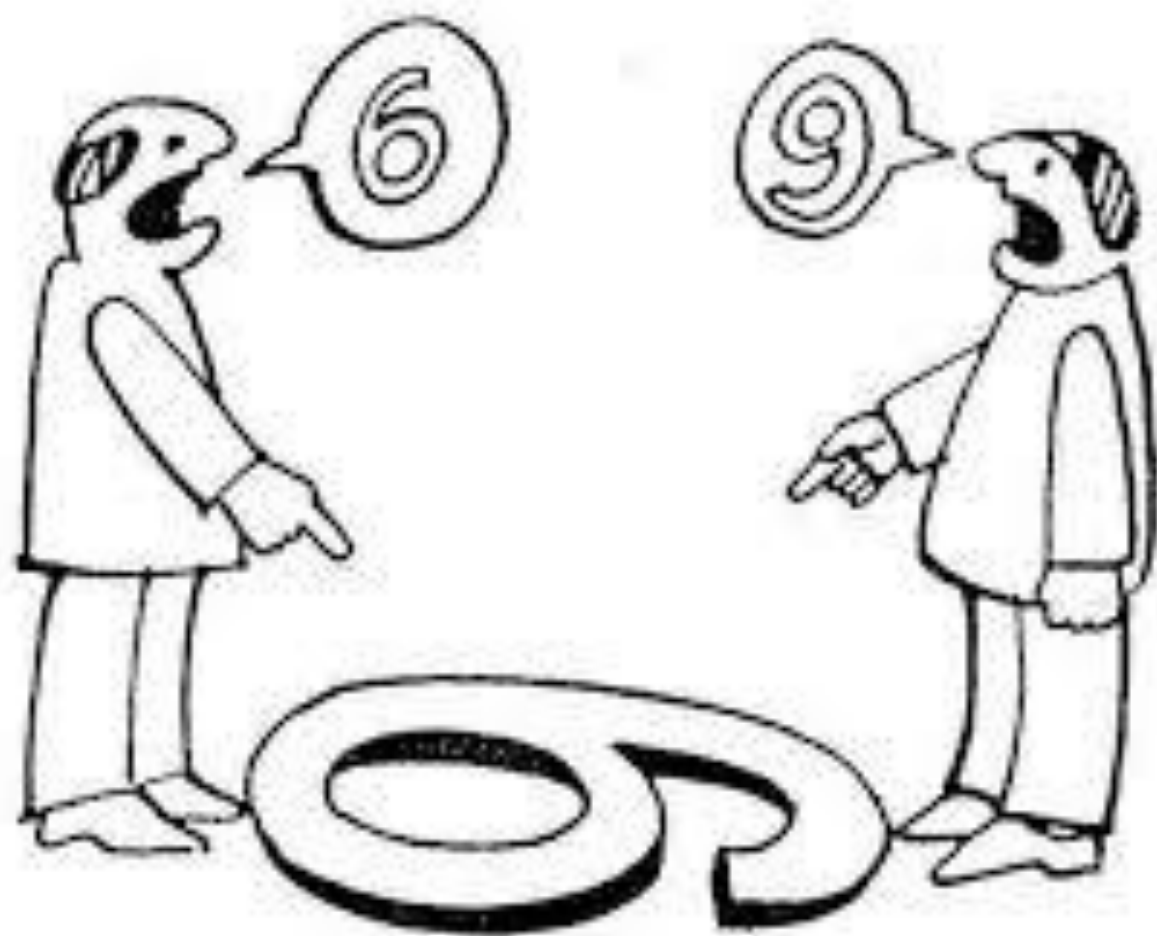
"STRESSED"
is
"DESSERTS"
spelled
backwards

A black and white close-up portrait of Bill Clinton, looking slightly to the right with a thoughtful expression. The background is dark.

**“Sometimes when
people are under stress,
they hate to think, and
it's the time when they
most need to think.”**

— Bill Clinton





What words, feelings, images,
come up for you when you think
about conflict or when you hear
the word “CONFLICT”?

Houston....

We have a
problem!

The more we run from conflict, the more it masters us;
the more we try to avoid it, the more it controls us;
the less we fear conflict, the less it confuses us;
the less we deny our differences, the less they divide us.

David W. Augsburger

Conflict contains
information that we can
use to improve
relationships and
systems.

What's so scary about conflict?

What makes it so difficult?

What are we afraid of?

The diagram consists of four concentric blue circles, each containing a text label. The circles are nested, with the largest circle at the top and the smallest at the bottom. The labels are centered within each circle.

System

Structure

Relationship

Issues

Lookers → Leapers

Spenders → Savers

Positions

and

Interests

Your Conflict Response Style

Assert

Collaborate

Compromise

Avoid

Accommodate

The Neural Basis of Conflict

Psychology is biology
shaped by
genetics and experience.

We encode our perceptual experience
in structures of neural networks

These networks are the basis of:

Learning

Memory

Cognition

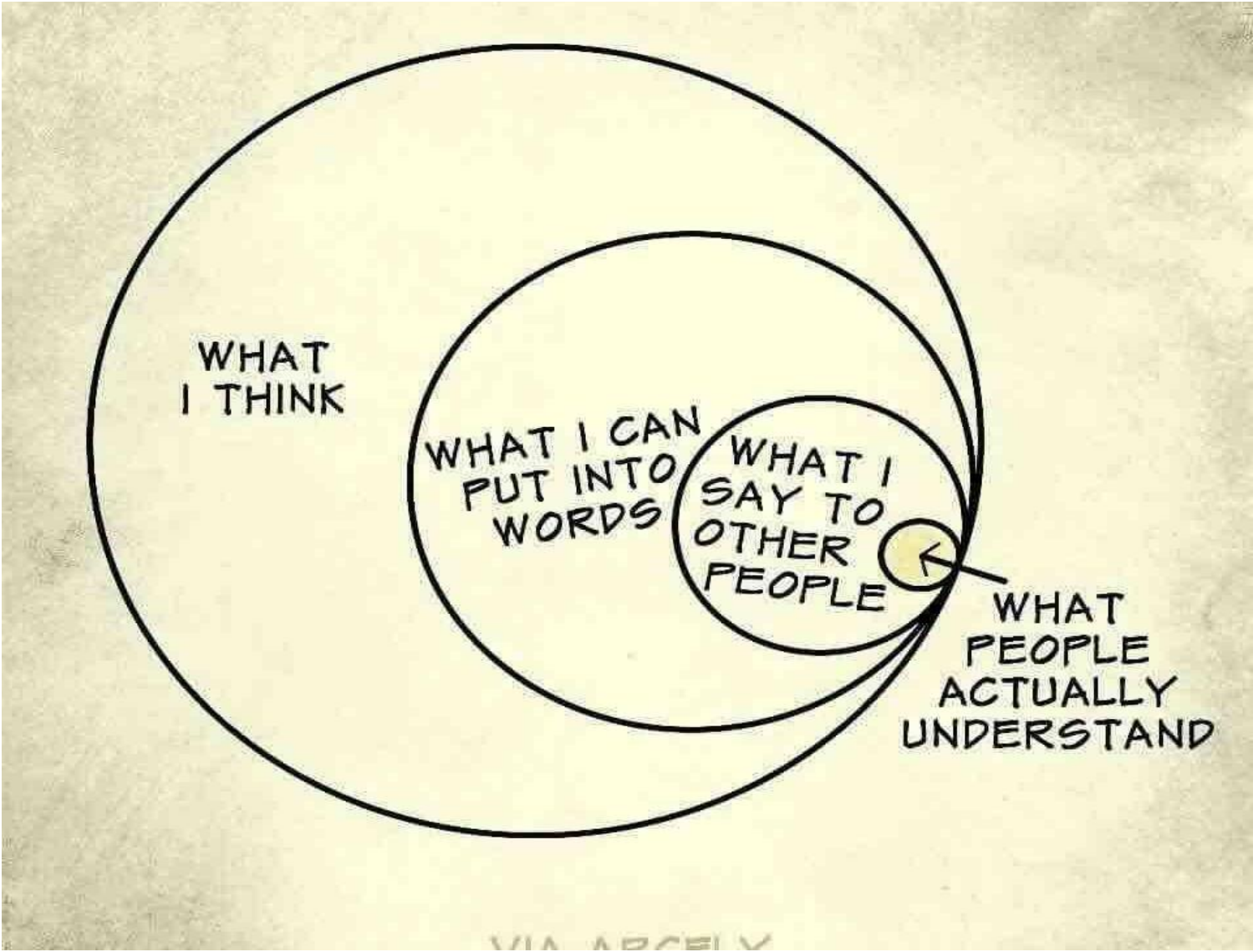
Identity

What you know

Is

Who you are

- The possibility of misunderstanding
- The intimacy of communication
- The potential for violence
- Our responsibility in relationship
- Activation and reactivity



- Remember to breathe!
- Remind yourself that you are safe.
- Remind yourself that there is something to learn here.
- Don't see them as the enemy.
- Listening to understand
 - Not thinking about how you'll counter and disagree
 - Trying to understand what they are saying in their terms; ask questions for clarification and confirmation
- Speaking to be heard
 - Not attacking or characterizing them
 - Not being the victim
 - Honesty and transparency
- Remember to keep breathing!

Thank you!

Any questions or
comments?