



Advancing Dialogue and Understanding



Re-imagining Conflict Approaches

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High Cost of Conflict



Common Reactions and Results in Conflict or When Threatened



Emotional:

Physiological:

Behavioral:

Relational:



Approaches to Conflict

4

Focus on own agenda

HIGH



LOW

Focus on own agenda

1. Assertiveness

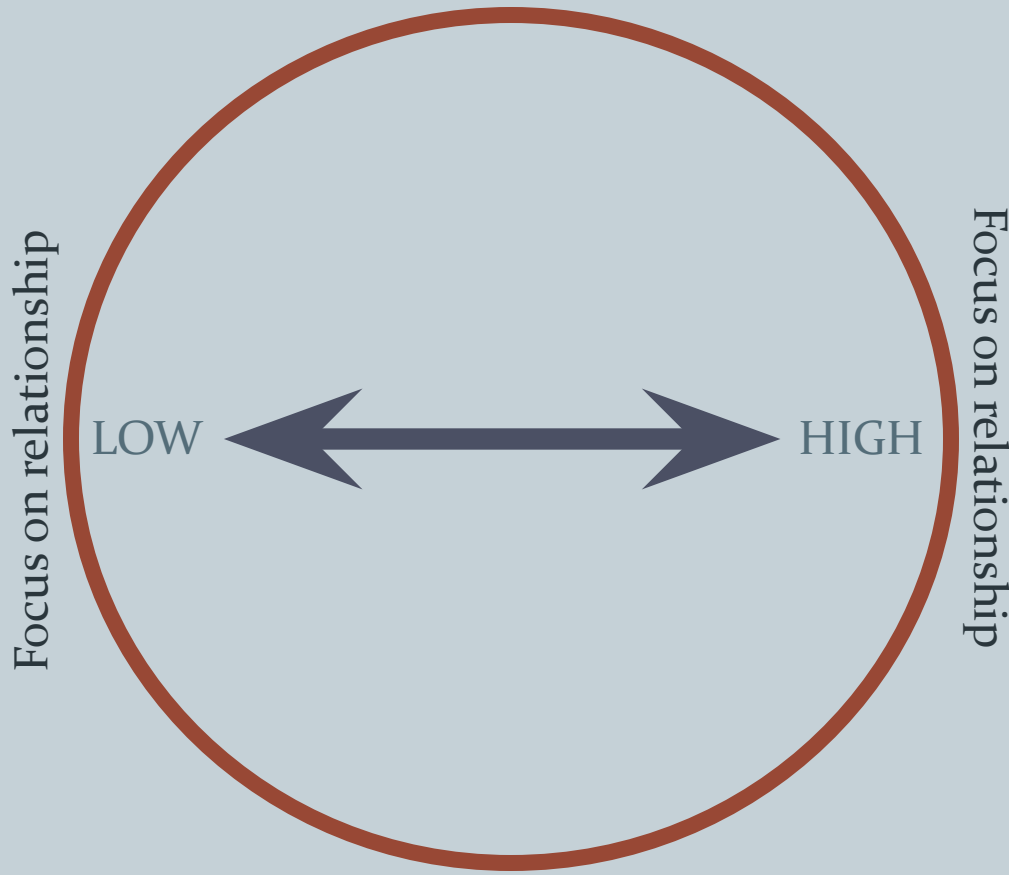
How hard to we push
for the things we
want – *our agenda*?

and...



Approaches to Conflict

5



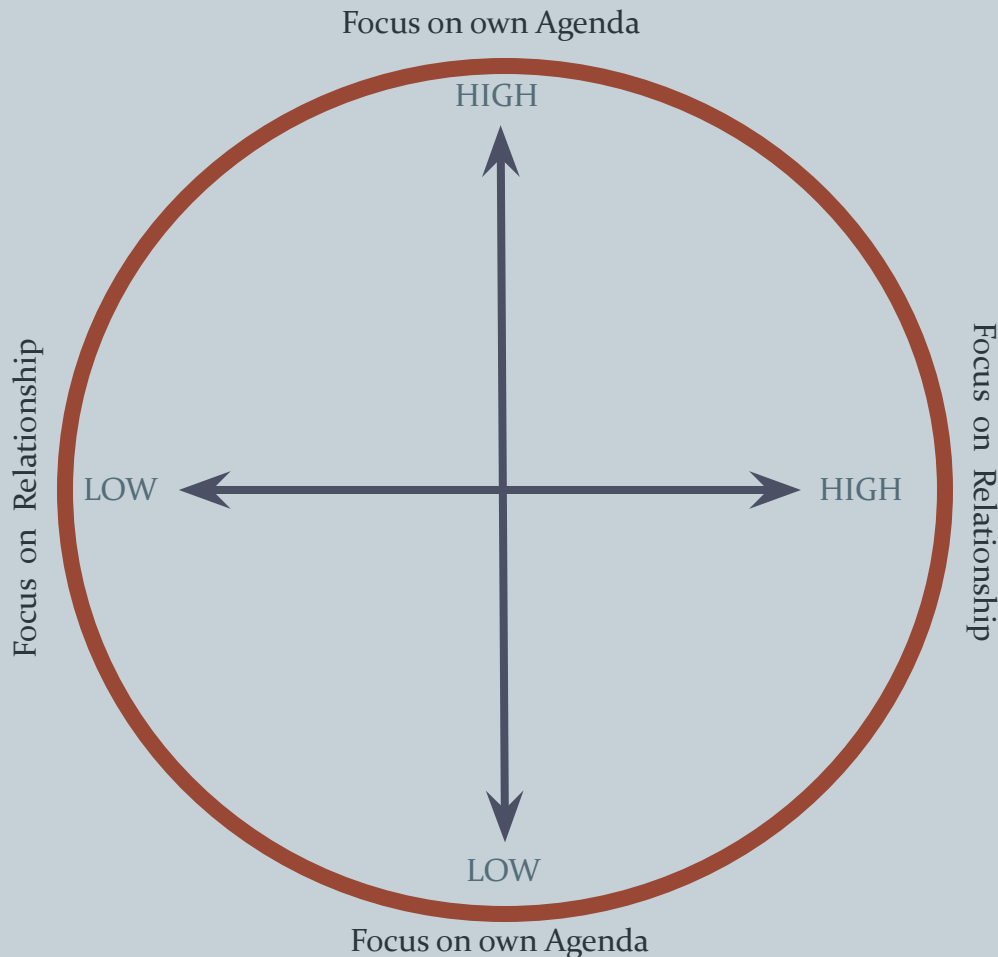
2. Connectedness

How much attention do we give to the *relationship*?



Approaches to Conflict

6

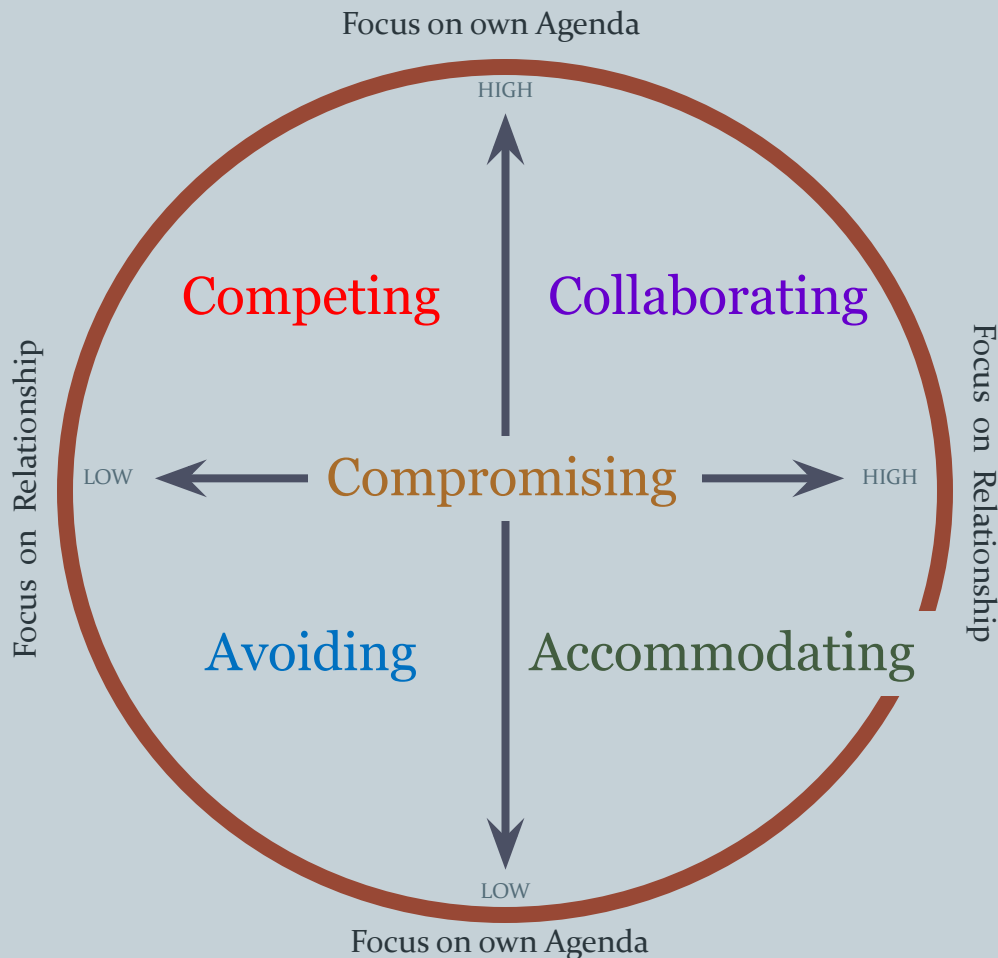


Relationship vs. Own Agenda

Our response in conflict depends on what we focus on. Our choices regarding these factors give us a range of options



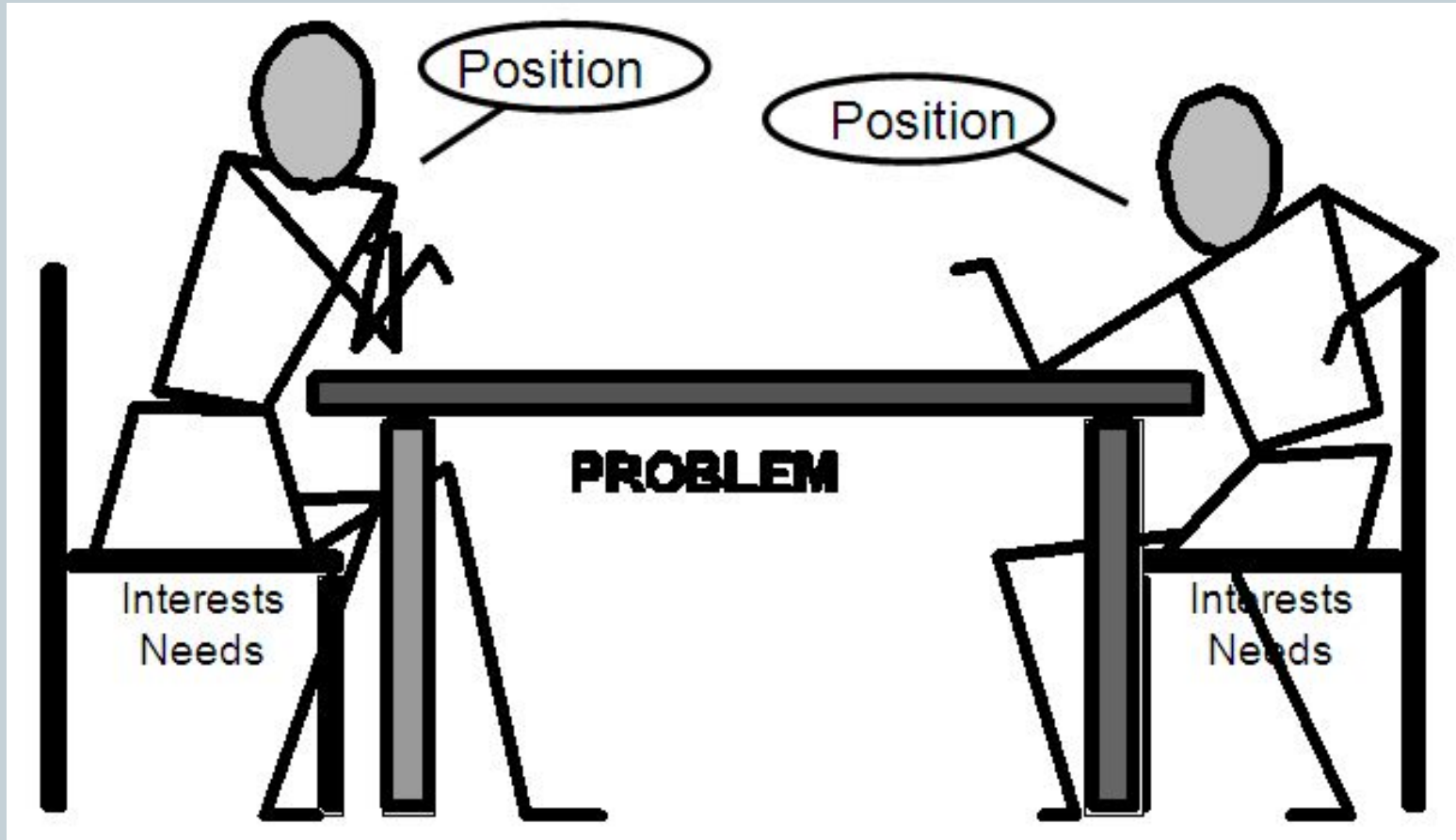
Develop Comfort in All Approaches



- Each approach is a valuable tool, essential for particular situations all of us face.
- We handle conflict better when we are skilled in all five. Then **we can choose** the response most likely to bring a good outcome.
- Learn the **strengths and limitations** of each approach. Grow by experimenting with greater use of styles you use **least**.



Adversarial/Competitive



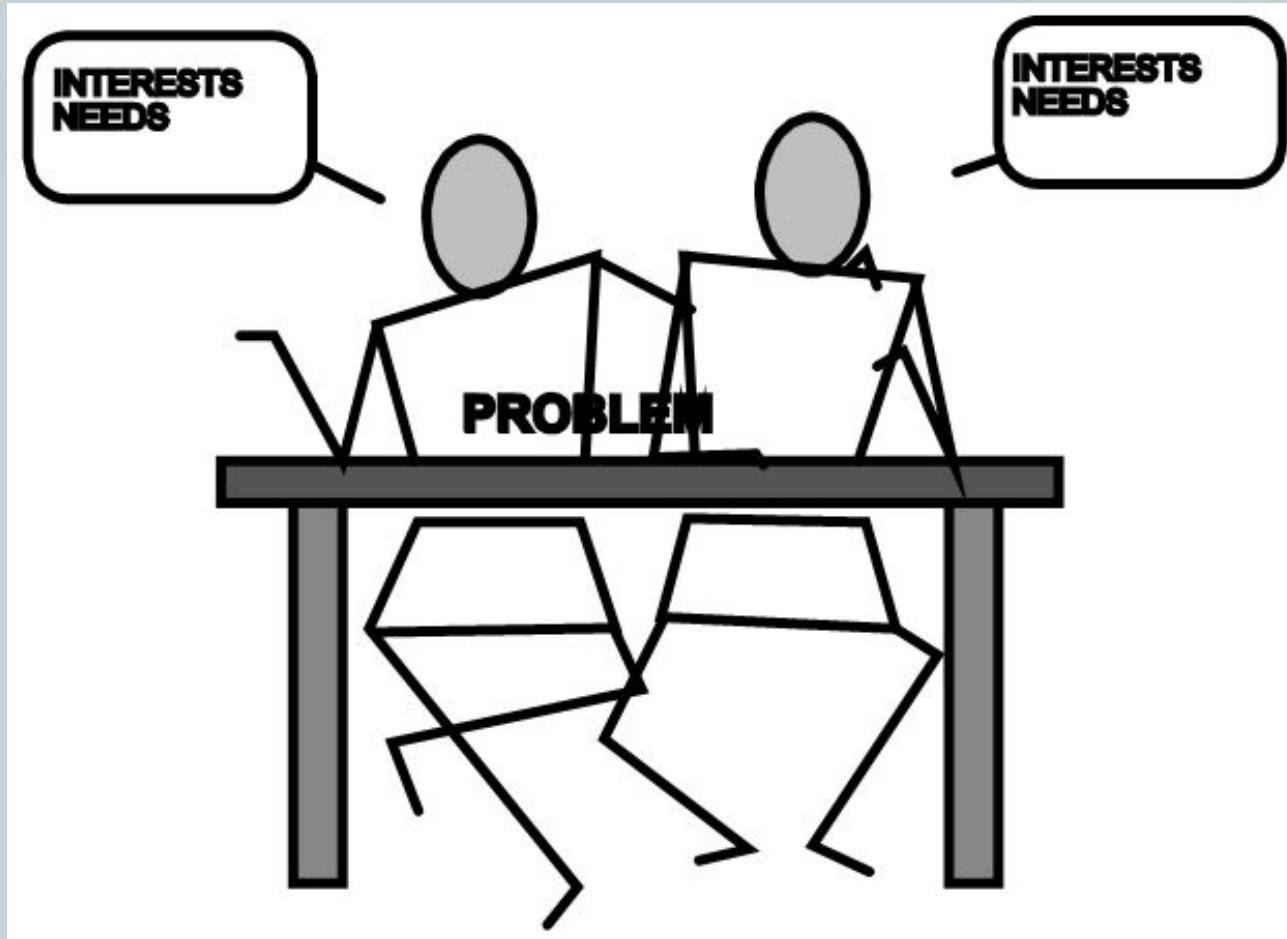
Competitive Approach to Negotiation



- Blaming and fault finding
- Secretive/Deceptive
- Mistrust
- Aggressive/Defensive
- Past focused
- Alienation
- Compromise



Cooperative



Cooperative Approach to Negotiation



- Open/Honest
- Direct
- Trusting
- Assertive
- Future focused
- Invent options for all
- Mutual needs met



The Brain: Design & Functions



Neocortex

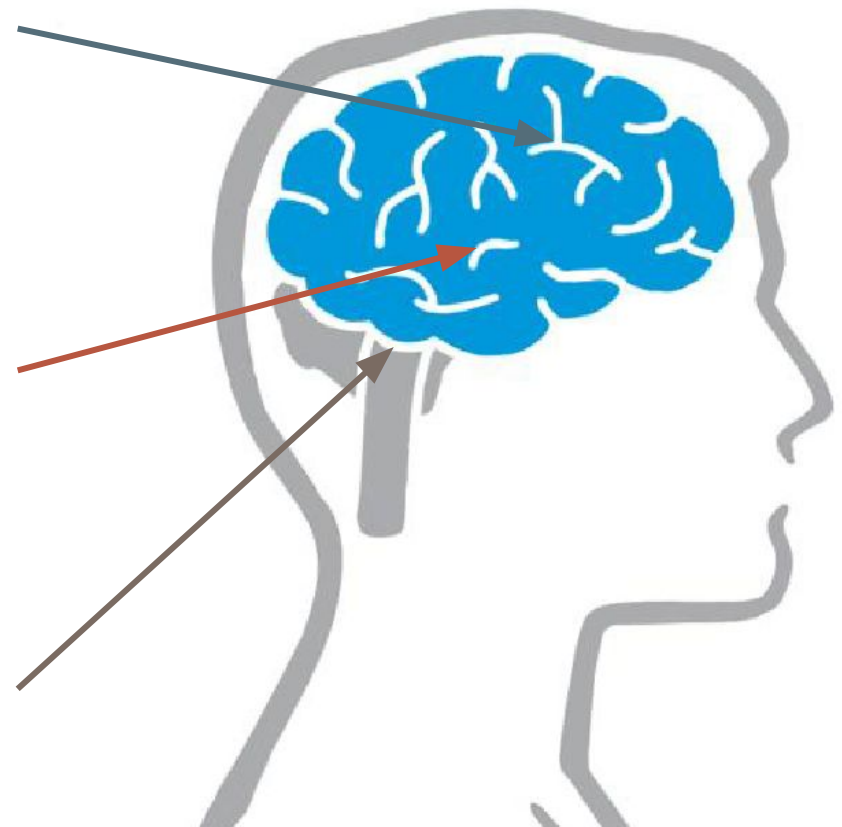
- Upstairs / the “Study”
- Logic & Abstract Thought | Creative Thinking
- Collaborative Activity
- **Respond** (*choose*)
- *Human*

Limbic System

- The “Workroom”
- Emotions / Feelings
- Routine Patterns
- *Mammalian*

Brain Stem

- Downstairs / the “Basement”
- Life Support Systems & Survival Instincts
- **React** (*fight, flight, freeze*)
- *Reptilian*



Conflict Thinking in Action



An **ACTION** that is conflict behavior

Is based on a **DECISION TO DEFEND**

In response to a **FEELING** of **THREAT**

About something we think we **KNOW**



Tips & Suggestions



Pause or take a break

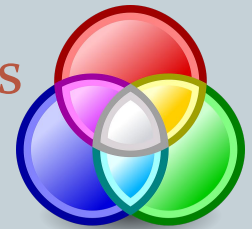


Be conscious of feelings
Listen and Verify



Ask Questions

Note Commonalities



Physical Movement

Know and return to your purpose



Common Reactions and Results after conflict resolution

● Unsuccessful

○ Emotional:

- anger, hurt depression, vengeful, hate, bitter, worried, confused, stuck, hopeless, upset, frustrated, threatened

○ Physiological:

- increase heart rate & blood pressure, bad sleeping & eating, tension, tears, frowns, befuddled

○ Behavioral:

- yelling, cursing, hitting, ignoring, crying, silent treatment, throwing things, crossing arms, leaving

○ Relational:

- avoidance, fight, distance, no trust, self-absorbed, bad communication, ripple effect, polarization, off balance

● Successful

○ Emotional:

- relief, encouraged, happy, secure, respected, confident, satisfied, peaceful, capable, responsible, content

○ Physiological:

- normal heart rate & BP, relaxed, better sleeping / eating, lighter, clarity of mind

○ Behavioral:

- hugging, laughing, positive touch, conversational, smiling, joking

○ Relational:

- closer, growth, bonded, increased trust, open communication, reconciliation, creative



FairField Center

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