



Resolving Conflicts Training

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1

Agenda

- Working Agreements and Introductions
- Choices for Resolving Conflicts
- Escalating Conflicts
- De-escalating Conflicts
- Active Listening
- Tips to Resolve Conflicts
- Tips to Remain Calm
- Putting It All Together

2

Working Agreements

- Have respect for people's thoughts, opinions and experiences.
- Be open to new information.
- One person must speak at a time.
- Stay focused on the topic.
- **Maintain confidentiality** (share the message but not the messenger).
- OUCH rule.
- STRETCH rule.

3

Introductions

What is your name?

How long have you been volunteering at CCAR?

What volunteer roles have you held?

4

PEACE
IS NOT THE ABSENCE
OF CONFLICT BUT
THE ABILITY TO
COPE WITH IT

5

Four Choices for Resolving Conflict



6

Four Choices for Resolving Conflict

Avoidance

Best choice for unsafe situation
Lose/Lose



7

Four Choices for Resolving Conflict

Accommodate

Giving in to maintain a relationship
Lose/Win



8

Four Choices for Resolving Conflict

Competition

Taking control or playing a game
Win/Lose



9

Four Choices for Resolving Conflict

Cooperation

Working together to solve a problem
Win/Win



10

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11

Conflict increases or decreases depending on our...



12

Escalate the Conflict (Make it Worse)

- Attacking behavior = insults, “you” messages, hitting
- Evading behavior = avoid, ignore, run away (except to avoid a violent situation)

13

De-escalate the Conflict (Reduce the Conflict)

- Informing behavior = inform someone how you feel **without attacking**. “I Feel” Statements are an example.

I feel _____ (state the feeling)
when _____ (state the action)
because _____ (state the effect it has on you)

14

De-escalate the Conflict

- Opening behavior = ask a question that encourages a person to open up, explain where they are coming from, or give their point of view.

“That’s interesting; please tell me more.”

“What happened next?”

“What did you mean by that?”

“If I understand, your idea is _____.”

“In other words, your decision is _____.”

USE ACTIVE LISTENING!

To encourage more sharing, start a question with “who, what, where, when or how.”

15

Five Steps to Active Listening

1. Pay careful attention to the other person – be sure your body language conveys this.
2. Ask yourself, “What is this person feeling?” or “What is this person saying?”
3. Briefly share your answer to one of the questions in Step 2. (Example: “You sound angry.” Do not be judgmental.)
4. The person will probably tell you if you are right or wrong.
5. If you are wrong, you may try again or return to step 1 for another opportunity.

16

De-escalate the Conflict

- U – Uniting behavior = statements that encourage working together to meet all the needs.

“I see it this way; how do you see it?”

“What are your thoughts on how we can resolve this?”

USE ACTIVE LISTENING!

“It sounds like you are saying _____; is that right?”

“You sound like you are feeling _____; is that right?”

17

Ten Tips for Resolving Conflict

1. If you can, choose a good time and place to talk.
2. Commit to finding a solution that satisfies each person’s needs.
3. Listen carefully and restate what you’ve heard (active listening).
4. Talk about the issues, not the people.
5. Use “I” statements.
6. Acknowledge points of agreement.
7. Describe your emotions.
8. Be specific in describing what you need.
9. Be open to creative solutions.
10. Remain calm and avoid becoming defensive.

18

Ten Tips for Remaining Calm

1. Breathe – deeply and fully. Take time to pause.
2. Take your time and think before you speak – you have two ears but...
3. Speak slowly and calmly. Don't shout or swear – it actually pumps you up and may offend others. Calm can be contagious.
4. Use a mantra – "I can deal with this," "Keep cool," "God grant me serenity," or "Peace."
5. Respect personal space.
6. Ground yourself – notice where you are.
7. Imagine a peaceful place, or look at a peaceful image or item.
8. Put it all in perspective. Don't sweat the small stuff. TTSP.
9. Prepare to forgive.
10. Focus on the positive and count your blessings!

19

God grant me the
SERENITY to accept the
 things I cannot change;
COURAGE to change the
 things I can;
 and **WISDOM** to know the
 difference.

20

From *The Big Book*

"Acceptance"

And acceptance is the answer to all my problems today.
 When I am disturbed,
 It is because I find some person, place, thing, situation –
 Some fact of my life – unacceptable to me,
 And I can find no serenity until I accept
 That person, place, thing or situation
 As being exactly the way it is supposed to be at this moment.
 Nothing, absolutely nothing happens by mistake.
 Until I could accept my alcoholism, I could not stay sober;
 Unless I accept life completely on life's terms,
 I cannot be happy.

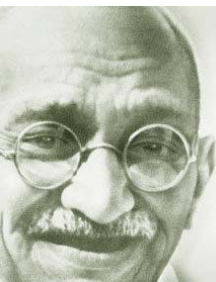
*I need to concentrate not so much
 On what needs to be changed in the world
 As on what needs to be changed in me and in my attitudes.*

21

Acceptance is **not** submission;

It is acknowledgment of
 the facts of a situation,
 then deciding what you're
 going to do about it.

22



Be the change
 you want
 to see
 in the world

-Mahatma Gandhi

23

What do you do when
 you enter a dark room?

"Darkness cannot drive out
 darkness; only light can do that.
 Hate cannot drive out hate; only love
 can do that."

~Dr. Martin Luther King, Jr.

24



"I have decided to
stick with love.
Hate is too great
a burden to bear."

Dr. Martin Luther
King, Jr.

25

Thank you for attending this training!
Please complete a Training Evaluation.

26