Communication Skills for Conflict Management
Conflicts-causes
Need for understanding emotions
Non verbal communication in conflicts
E.I
Road Blocks in Communication
Tips to overcome the road blocks
Conflict arises from differences. It occurs whenever people disagree over their values, motivations, perceptions, ideas, or desires.
Emotional awareness is the key to understanding ourselves and others. If we don’t know how we feel or why we feel that way, we won’t be able to communicate effectively or smooth over disagreements.
Holding onto anger is like drinking poison and expecting the other person to die.
- Buddha
Five Components Of Emotional Intelligence at Work

- **Self Awareness**: ability to recognize and understand your moods, emotions and drives as well as their effect on others.

- **Self regulation**: the ability to control and redirect disruptive impulses and moods.

- **Motivation**: a passion to work for reasons that go beyond money or status.

- **Empathy**: the ability to understand the emotional make up of other people.

- **Social Skill**: proficiency in managing relationships and building networks.
The most important information exchanged during conflicts and arguments is often communicated nonverbally. Nonverbal communication includes eye contact, facial expression, tone of voice, posture, touch, and gestures.
When we’re in the middle of a conflict, paying close attention to the other person’s nonverbal signals may help us figure out what the other person is really saying.

—I have this problem with one of the clients. I'm not sure how to respond because he's aggressive, and...

—Uh huh.
Nonverbal signals such as a calm tone of voice, a reassuring touch, or a concerned facial expression can go a long way toward defusing a heated exchange.
EMPLOYERS VALUE EI OVER IQ?

In order of importance, employers say it’s because those with high EI...

1) Usually remain calm under pressure
2) Resolve conflict effectively
3) Are empathetic to their colleagues — and act as such
4) Lead by example
5) May put more consideration into business decisions
Four Horsemen of the Apocalypse

Conquest, war, famine, death

4 Roadblocks to communication:
Criticism, contempt, defensiveness, and stonewalling (Gottman)
*Criticism attacks the character or personality of another.

*Contempt portrays disgust and a lack of respect for the other person through body language, such as eye rolling or sneering, or by name calling, sarcasm and cutting remarks.
Defensiveness is an understandable reaction that individuals take to criticism and Contempt; When we are defensive, we tend to stop listening to the other’s viewpoint and communication is shut down.

• Stonewalling is withdrawing from communication and refusing to engage in discussion. Conflict resolution is impossible without communication!
Some additional examples of communication roadblocks include (Miller & Miller, 1997):

- Ordering (“Stop complaining!”)
- Warning (“If you do that, you’ll be sorry.”)
- Preaching (“You shouldn’t act like that.”)
- Advising (“Just wait a couple of years before deciding.”)

*Lecturing ....

- Agreeing, just to keep the peace (“I think you’re right.”)
Tips to Resolve Conflict

*Soften the Startup to the conversation by starting with something positive, expressing appreciation, focusing on problems one at a time and taking responsibility for thoughts and feelings.

When expressing the problem, starting the message with “I” instead of “You” can decrease defensiveness and promote positive interactions with others.
*Make and Receive Repair Attempts.*
Repair attempts are efforts to keep an increasingly negative interaction from going any further by taking a break or making efforts to calm the situation.

..when conflicts arise, we often experience intense emotional and physical stress that can impact our ability to think and reason, which can lead to communication roadblocks.

Taking time away from the conflict (at least 20 minutes) to calm down can help us be more prepared to discuss the issue.
IN THEORY, YOU SHOULD SAY SOMETHING LIKE - I'M TOO ANGRY NOW, I'LL BE BACK IN THREE HOURS!
Assembly adjourned for the second day in a row
Almost 89 members attended the First Round Table Conference.
*Effective Speaking and Listening Skills. Overcoming communication roadblocks requires effective speaking and listening skills.

"The effectiveness of communication is not defined by the communication, but by the response."

- Milton Erickson
Managing and resolving conflict by learning how to listen
When people are upset, the words they use rarely convey the issues and needs at the heart of the problem.
When we listen for what is felt as well as said, we connect more deeply to our own needs and emotions, and to those of other people.
Listening in this way also strengthens us, informs us, and makes it easier for others to hear us.
Tips for being a better listener:
· Listen to the reasons the other person gives for being upset.
· Make sure you understand what the other person is telling you—from his or her point of view.
· Repeat the other person’s words, and ask if you have understood correctly.
· Ask if anything remains unspoken, giving the person time to think before answering.
· Resist the temptation to interject your own point of view.
When listening to the other person's point of view:
Encourage the other person to share his or her issues as fully as possible.
Clarify the real issues, rather than making assumptions.
Restate what you have heard, so you are both able to see what has been understood so far
Reflect feelings: be as clear as possible
Validate the concerns of the other person, even if a solution is elusive at this time.
Tips to be a better speaker
1. The speaker should share his/her own thoughts, feelings and concerns—not what he/she thinks the listener’s concerns are.
2. Use “I” statements when speaking to accurately express thoughts and feelings.
3. Keep statements short, to ensure the listener does not get overwhelmed with information.
4. Stop after each short statement so that the listener can paraphrase, or repeat back in his/her own words, what was said to ensure he/she understands.
   
   If the paraphrase is not quite right,...?
“...effective communication requires more than an exchange of information. When done right, communication fosters understanding, strengthens relationships, improves teamwork, and builds trust.”

-Liz Papadopoulos, OCT
Pause
Ponder
Practice
This is who you think you are.

This is who you REALLY are.
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