

Summary of Conflict Workshop - 24th Feb 2016

Introduction

What comes to mind when you think of conflict?

- Misunderstandings
- Shouting
- Arguments
- Confrontation
- Aggression
- Friction

Is conflict good or bad?

Some conflict is healthy. But I'd say if you're not able to control it, it isn't.

Sometimes it allows you to get out anything you may be feeling and although it might not be the best way to express it, it could improve your relationship or situation

It can be got for getting things out in the open and moving on from those things

****Learning points****

If we tend to see conflict as bad then we may well avoid it at all costs. This can sometimes mean we don't get our voice heard.

Remember - conflict can be constructive and destructive.

- Destructive conflict feels out of control, perhaps aggressive, reactive, communication has broken down and leaves us with negative feelings.

- Constructive conflict can be positive - bringing about much needed change or growth, communication is going well. Conflict can be healthy and productive.

Raising Awareness of our relationship with conflict

What do you tend to do when you're faced with conflict?

Argumentative

Be assertive if I can

Depends on my mood

Withdraw

Back down

Depends on who it's with

Avoid it

Back away

What clues does our body give us that we're approaching conflict?

Feel anxious

Tense

Sweating

Adrenaline rush

Can't think straight

Heart racing

And what emotions do we feel?

FEAR

PANIC

EMPOWERED

CONFUSION

SADNESS

RESENTFUL

ANGRY

HOPELESS

HURT

What are your conflict triggers?

- ✚ Not being listened to, other person keeps checking their phone or looking distracted
- ✚ Work stress
- ✚ Certain types of people
- ✚ People being late
- ✚ Being witness to prejudice
- ✚ Being humiliated, poked fun at
- ✚ Rigid views

****Learning Points****

Awareness of our conflict triggers is the first step to managing conflict situations in a more productive way. Being aware can help us to prepare for situations and learn how to manage them better.

Listening to our body can be a good way of noticing what's going on and alert us that we may need to do something to help us calm down.

All the emotions that come up are normal and okay!

Conflict triggers will be different for everyone, considering other people's can be useful too.

Learning how to cope

Learning how to respond rather than react.

What's the difference?

Reacting

"quick"

"blurring things out in the moment"

“storming off”
“emotions take over”

Responding

“Giving something time and thought”
“making choices about what you’re doing”
“you’re in control of what you’re saying and doing”

****Learning points****

- We can’t change other people’s behaviour, we can only change our own.
- Communication skills are key.
- Sometimes we react angrily when we might really be feeling hurt. If we take time to realise the more vulnerable emotion underneath and communicate that, the other person may be more likely to hear us.

How can we manage in the moment?

Ask the other person
for some time to think.

Meditation/b
reathing
exercises are
good for me.

Sleep on it - always best to
leave things until the next
day if possible.

I'd normally say
something like I think
we need a break for 5
mins

I find going for walk away
from the situation helps

****Learning points****

Often our emotions can feel really overwhelming. The idea of responding, taking time and communicating calmly isn’t easy.

It's all about finding ways to slow down and ride out the emotions so that you're in a calmer place where you can think and make choices that will help you reach a more positive outcome.

Often when we're tired and stressed we have less patience so we can be more easily provoked. Make sure you make time in your week to de-stress and relax.

If the other person wants to engage in a full blown argument, sometimes stepping away can increase their anger and wind them up. Communicate what you need (time out) and be specific about what you’d like to do e.g “I’m feeling really panicked and overwhelmed right now. I know you want to have this out but I need some time to think and calm down. How about we both take a break?”

Do what you need to do to keep yourself safe.

Learning how to cope takes **time and practice** and is about **finding what works for you.**

