

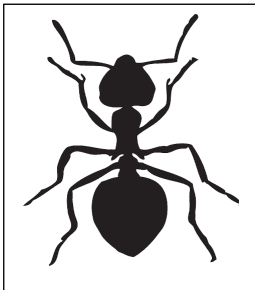
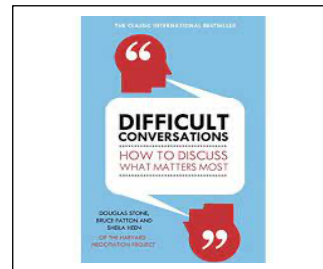
NAVIGATING CONFLICT, CONFRONTATION & DIFFICULT CONVERSATIONS

Feel—>Inner debate—>Urge to act—> Decision

Reflection: How do you usually move from discomfort to action during conflict, confrontation or difficult conversations?
(fight, flight, freeze, fawn or controlled action)

EACH CONVERSATION INCLUDES:

- What happened?
- How do I feel?
- Identity-What does it say about me?



ANT TRAPS:

- All or Nothing/ Overgeneralizing
- Mental Filter/ Disqualifying the Positive
- Jumping to Conclusions
- Emotional Reasoning
- Should/Must
- Labeling/Personalization

Reflection: What ANT Traps do I notice in myself during conflict or difficult conversations?

GET REAL:

- Check your expectations
- Admit it will be hard

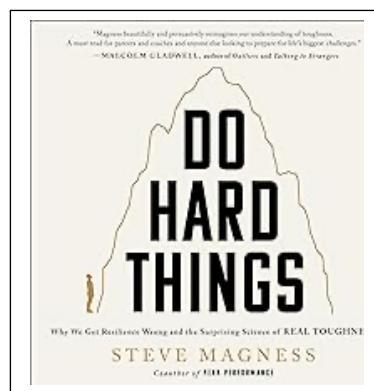
LEARN FROM YOUR BODY:

- Distance emotions
- Regulate physical reactions
- Switch to 2nd or 3rd person

RESPOND VS REACT

SENSATION---RESPONSE:

- CEO of inner board room
- Imagine future self
- Action then confidence



RECEIVING DIFFICULT FEEDBACK

Get Curious

- Hear them
- Curious vs judgmental

Get Real with Yourself

- Check expectations of self
- Quiet Ego

Learn from Your Body

- Appreciate awareness of emotions
- Switch to 2nd or 3rd person

Respond vs React

- Future self-integration--Move toward growth
- Constant Refinement

Reflection: What is one step I will take to begin receiving difficult feedback in a healthy way?

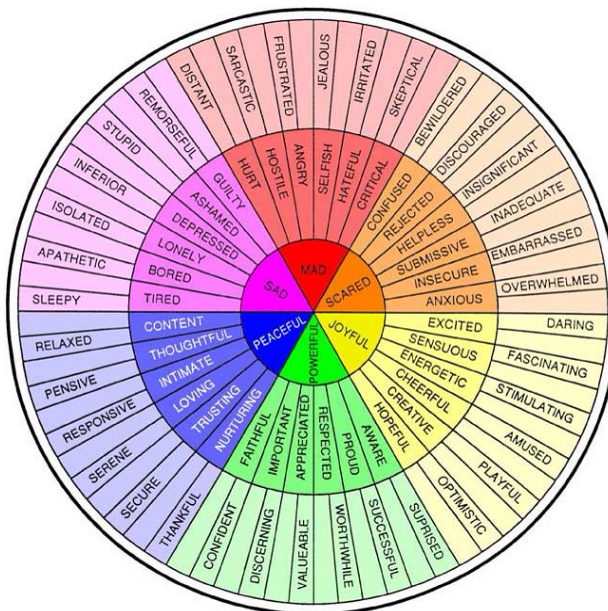
3 COMPONENTS THAT INDICATE CONFLICT

(Julia Minsen, guest on Hidden Brain podcast)

1. Differing opinion or view
2. Interdependence
3. Both sides believe they have the solution

SABOTAGERS & DEFUSERS NOTES (*SEE HANDOUT):

“EMOTIONALLY WINCE”



Reflection: *What is one way I can move toward defusing rather than sabotaging?*

DIFFICULT CONVERSATION PREP (from Fierce Conversations by Susan Scott)

- Write down what you need to talk about
- What is the most pressing issue?
- How is this impacting me or others?
- How have I contributed to the issue?**
- What might be their interpretation of the issue?**
- What are future implications if I don't have this conversation and resolve it?
- When this is resolved, what will be the impact?
- How will I feel when this is resolved?
- Create next step action plan

*Stay focused on the issue not the person!

STUB YOUR TOE CONVERSATION

*Difficult to Doable by Lynne Cunningham, MPA

First ask yourself:

- What is the desired outcome?
- What's the intent of having the conversation?
- Do I need to wait for any strong emotions to pass?

*Find a *private* place to have this conversation.

Key Steps:

- 1.) I value you as a colleague, leader, friend, etc.
(Do not use "but" in between 1 and 2; use "AND")
- 2.) I saw/heard something that's inconsistent with our standards, values, or policies.
- 3.) I wanted you to know this because I care about you and what you bring to our team/church.

Reflection: *How can I prayerfully prepare to have these kinds of conversations with people?*

6 STEPS TO RESOLVE CONFLICTS

1. Set the stage.

2. Describe the conflict.

3. Gain perspective.



4. Seek agreement.

5. Identify solutions.

6. Develop an action plan.

 Center for Creative Leadership

**“If it is possible, so far as it depends on YOU,
live peaceably with all.”
—Romans 12:18**

COURAGE QUESTION:

“What is the most courageous thing you/name can do right now?”

- **GOD EQUIPPED YOU TO FACE THE DIFFICULT CONVERSATIONS**
- **OWN WHAT IS YOURS & GROW**
- **CREATE CULTURES OF GROWTH**
- **LISTEN TO UNDERSTAND**
- **BE WILLING TO BE A TRUTH (IN LOVE) SPEAKER**
- **MODEL WHAT YOU WANT OTHERS TO FOLLOW**

Recommended Reading:

Emotional Intelligence by Travis Brandberry & Jean Greaves

The Hard Thing About Hard Things by Ben Horowitz

Do Hard Things by Steve Magness

Multipliers by Liz Wiseman

Fierce Conversations by Susan Scott

Difficult Conversations by Douglas Stone, Bruce Patton, and Sheila Heen

From Difficult to Doable by Lynne Cunningham

The Art of Asking Better Questions by J.R. Briggs

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