

Conflict Resolution

Presented By

Gary L. McCann Group Inc.

December 6, 2017



Gary L. McCann

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Conflict - Resolution and Effective Communication Skills –

Gary L. McCann Presenter

December 6, 2017

Agenda

1:45 - 2:45 P.M.

Conflict Resolution

- Learn how to be an active Listener. Listening is the Cornerstone of Communication
- Understanding Roots of Conflict: Then learning How to Defuse Them
- Diffuse Confrontation before it escalates out of control
- Understand How Our Beliefs Shape Our Thinking
- Learn how to read Non-verbal Communication

Break

3:00 – 4:00 P.M.

Five Barriers to Communication

1. Mental
2. Emotional
3. Freedom to Respond
4. Cultural
5. Environmental

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Training- Interpersonal Communication - Workplace Facilitation

Gary L. McCann
Corporate Speaker/Trainer

Our Goal is Simple ...To provide you with the *McCannic's* to be successful

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Conflict Resolution

Construction Financial Management Association

December 6, 2017





#CTFPTM

Babylonian King, Hammurabi in the 18th Century B.C.....Decreed -

"If a builder has constructed a house for a man, and his work is not strong, and if the house he had built falls in and kills the householder, that builder shall be slain."

WIIFM ?

W- hat's

I- n

I- t

F- or

M- e

What Is Your WIIFM?

Our Communication Focus

Five Steps

1. Listening: The Cornerstone of Communication
2. Understanding Conflict / Managing Emotions
3. Communicating to Change Behavior / Ours / Theirs
4. Diffusing Conflict
5. Reading Non – Verbal Communication

Listen Without Judgement

- Open Mind / Closed Mouth
- Listen from Their Perspective Not Yours

What Is Behind This Conversation -

- **70 / 30 Rule**
 - ▶ 70% Listening
 - ▶ 30% Talking

Three Step Listening Model

- Following
- Reflecting
- Mirroring

*Seek First to Understand ... Then to Be Understood -
Steven Covey's Fifth Habit*

Roots of Conflict

- Differing Values
- Opposite Objective
- Personality Type



Values =

Basis of Motivation

Beliefs =

What we hold to be true about:

- Ourselves
- Others
- World

Attitude Shaped By

- Experience
- Length of Exposure to That Experience
- Perceptions
- Belief

Attitude and Behavior

Internal - Attitude Comes From Within Us

External - Behavior Flows Out From Us

Behavior
Assertive or Aggressive



What's The Difference?

Behavior =

Our Actions

$$E+R=O$$

(Event + Response = Outcome)

Jack Canfield –

Chicken Soup for the Soul

Three Stages of Conflict

Stage One

DAILY EVENTS

Stage Two

CHALLENGES

Stage Three

BATTLES

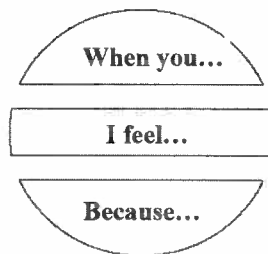
Conflict-Escalating Words

- *But ...*
- Should / Shoulda' / Woulda' / Coulda'
- I Always / I Never
- You Always / You Never
- *Can't*

Aces - to Handle Anger Conflict & Fear

- A-ssess
- C-ontrol
- E-ngine
- S-olve

Constructive Confrontation



Three F'S

1. I know how you Feel ...
2. When I have Felt that way
3. Here is what I Found ...

The EASY Script

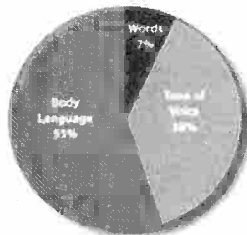
E - xpress how you feel.

A - ddress the situation.

S - ay what you mean.

Y - es or no questions are best.

It's Not What You Say ...



Body Language

Non – Verbal Communication

- Facial
- Nods
- Posture
- Soft Hands
- Hard Hands
- Hand Shake
- *Tattoos*

Five - Barriers to Communication

1. Mental
2. Emotional
3. The Freedom to Respond
4. Cultural
5. Environmental



Mental

Filters -

- Age
- *Gender*
- Bias / Prejudice / Profiling
- Memories
- Intelligence
- Personality Type



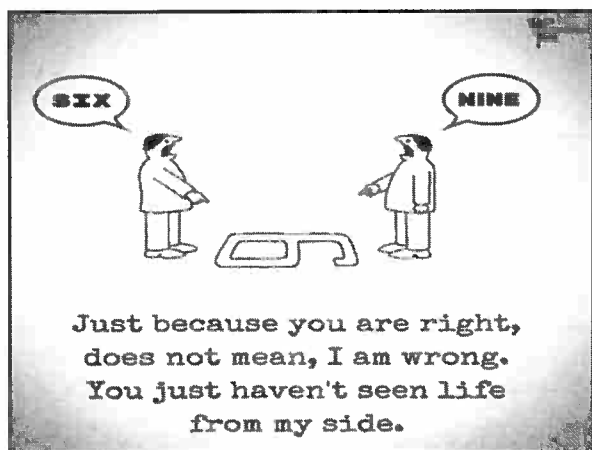
Perspective

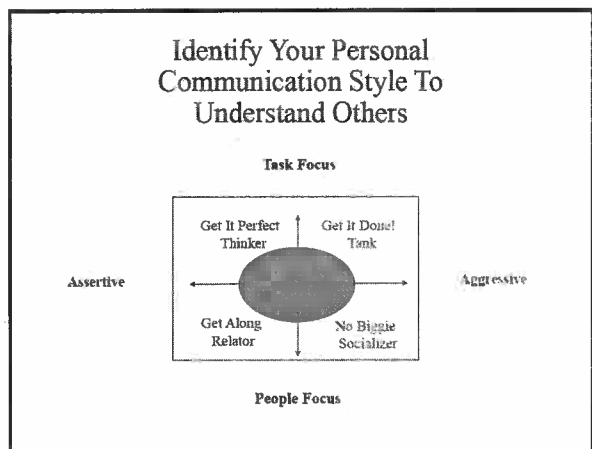
Do You ... Have to be right or want to be right?

Is It ... Deep Down or Down Deep?

Is It ... High Up or Up High?

Wedding: Wife Says ... Husband Says ... \$\$\$\$





Emotional

- Values
- Beliefs
- Behavior
- Let Go of The Rope

What Is Behind This Conversation?

The Freedom to Respond

- Don't say I told you so ... Say, *'My experience tells me'*
- To Boss
- To Employees
- To Parent(s)
- Approachability By All

Cultural

- Language
- Customs
- *Native Americans vs. Indians*
- *International vs. Foreigners*
- *Undocumented Illegals*
- There Is *Value* In Diversity

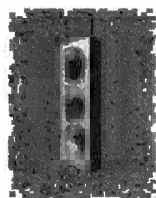
Environmental

Room Setting
Room / Hot / Cold
Importance of Subject / Task
Determines Time & Place

Q – TIP IT!

- Quit
- Taking
- It
- Personally!

Communicating to Change Behaviour



Ours / Theirs

Building Successful Relationships

Three Ingredients

1. Trust
2. Respect
3. Honesty



Analyzing Difficult Circumstances

Sometimes, no matter how effective the strategies are, how powerful the techniques can be, or how positive your attitude is, the other person may simply choose not to resolve the conflict.

You can't reason someone out of something they were never reasoned into -

Do not engage an irrational man -

McCannic's to Be Successful

- Monitor Body Language
- Ask **BIG** Questions
- Develop Sense of Trust
- Talking Is Sharing ...
- Listening Is Caring ...

Think Positively. Act Powerfully. Communicate Effectively

Stealth Messages

- *Did you have car trouble this morning?*
- *Have you thought about upgrading your software?*
- *You must be the strong silent type.*

Two Behavioral Styles



Assertive vs. Aggressive

1. Assertive – Caring, Connecting
2. Aggressive – Disrespecting, Attacking

Assertive Behavior respects the needs of both individuals.
When you care enough to have the courage to be connected,
creative resolution results.



✦ *Not everyone is in the
Communications Business ...*

✦ *But everyone is in the
business of Communicating –*

✦ *Communis - Latin =
Commonness*

Attitude

• **Internal** – A Mindset As To How One
Views And Assesses The Outside World

• **External** – The Way Attitude / Is
Communicated To Others
