



Magnifi Training Services

Our vision is to educate and inspire business and community leaders by providing leadership tools to positively influence their workplace.



Conflict and Communication

Think about an example of a conflict you've experienced in the workplace.

Today's Goal

01

Define conflict and understand its indicators, causes, and typical reactions.

02

Discover practical tools to communicate openly and honestly with coworkers, managers, and team members.

03

Utilize real-life conflict situations to share ideas and learn new approaches to resolving conflict.

04

Develop skills needed to maintain healthy personal and professional relationships.

How would you describe
yourself and conflict?

Love it! Bring it on!
I don't love it, but I can deal with it.
What is conflict? I avoid it at all costs.



Welcome



Name/Company/Role



How do you prepare for a conversation where you know conflict might be present?

What words come to your mind when you heard the word "conflict"?



Conflict Defined

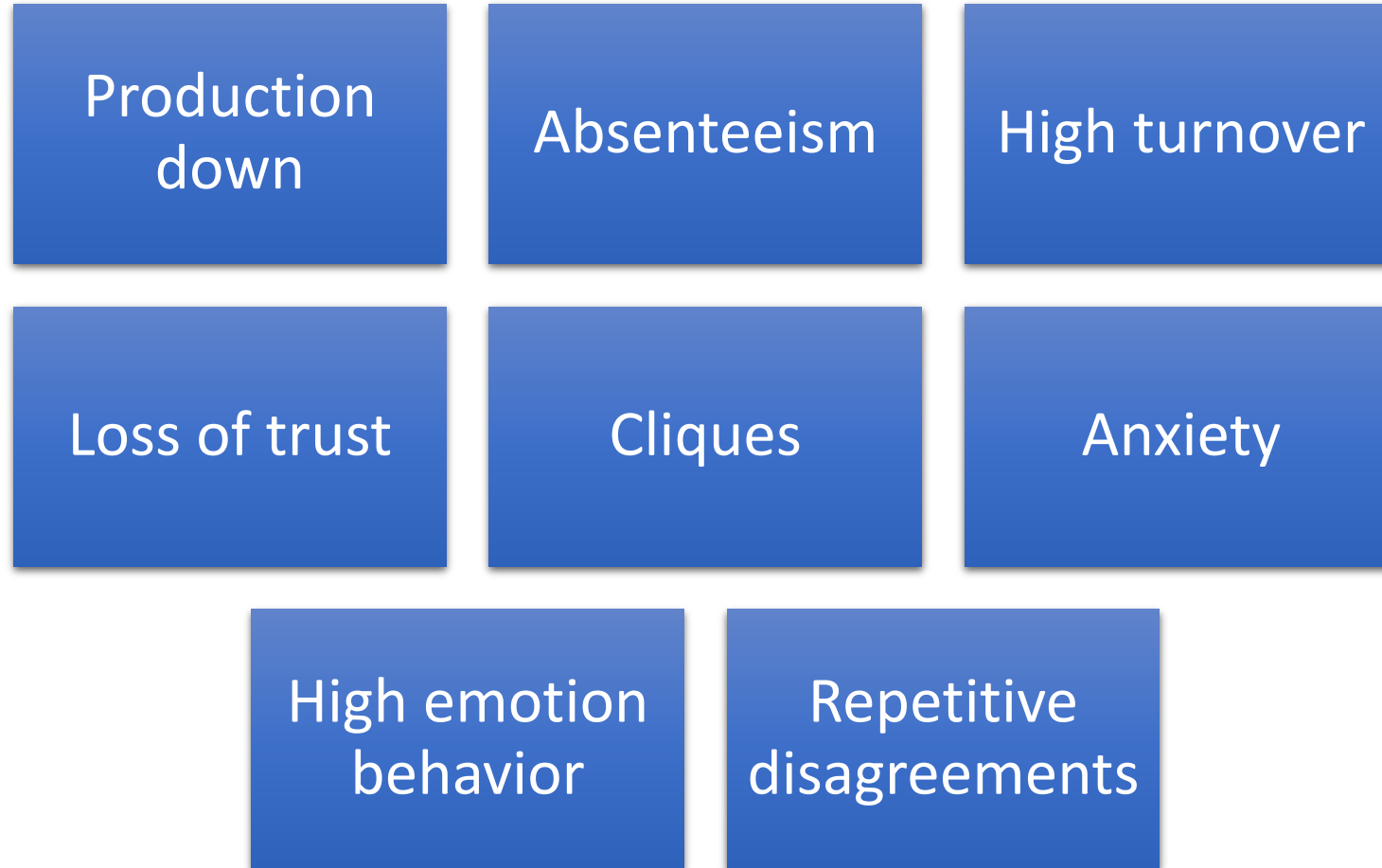
Actual or perceived opposition of needs, values, or interests between people working together.

Actual or perceived opposition of two sets of demands or goals.

Find a Flip Chart

- What are indicators conflict is present?
- What are causes of conflict?
- How do people react in conflict?
- How can you build trust with customers, co-workers, employees and leaders?

What are indicators conflict is present?



What are causes of conflict?



How do people react in conflict?

Getting sick,
sweaty, clammy

Getting
defensive or
close down

Anxious, loss of
words, scared

We respond
differently
depending on
stage of conflict

Learned
behaviors at
early age but
can learn new
behaviors

How can you build trust with customers, co-workers, employees and leaders?

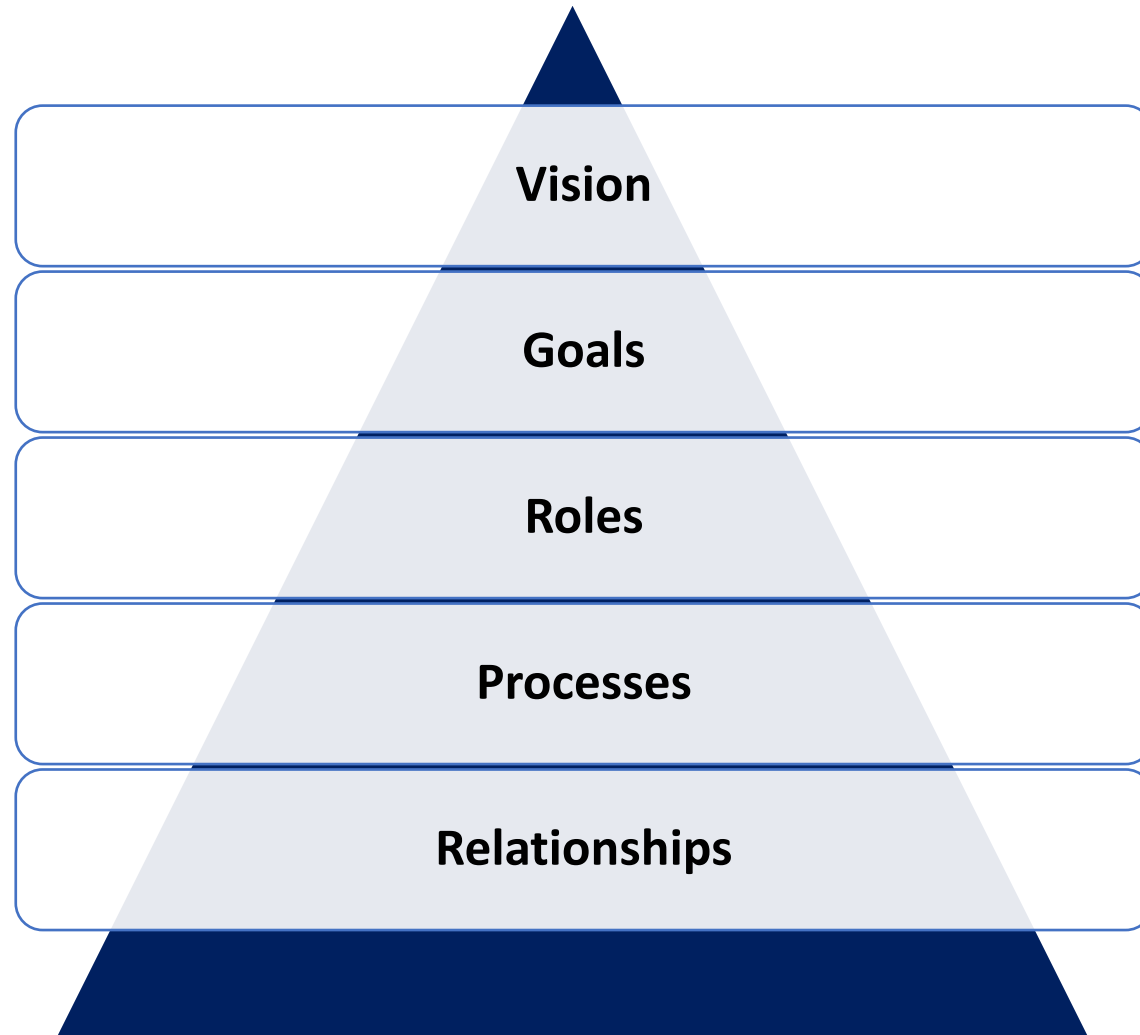


Active listening
Show empathy
Deliver on what you say you will
Set reasonable expectations
Communicate often and be as specific as possible
Check for understanding



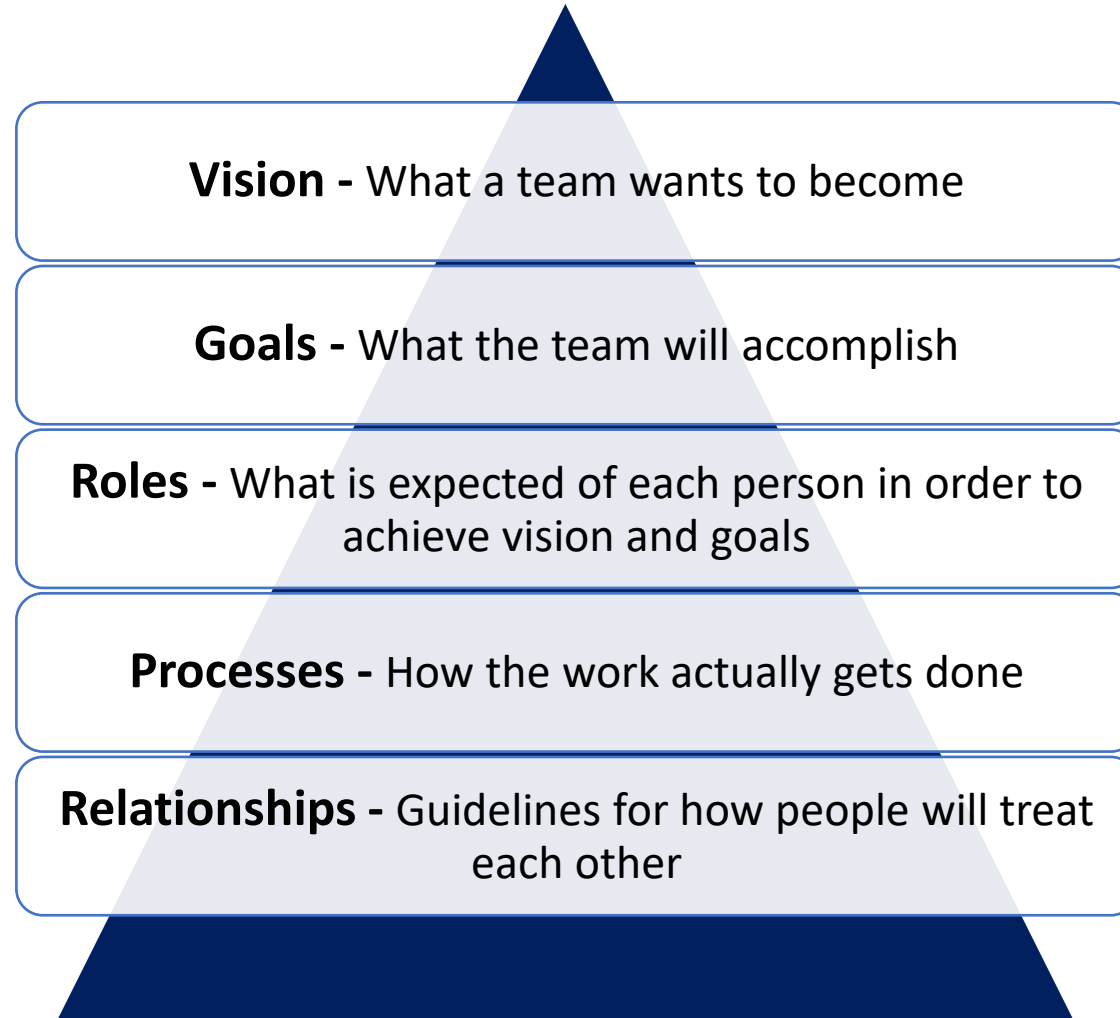
Build trust
today.

What do you think is the root cause of your conflict?



SHONK Model

Environment

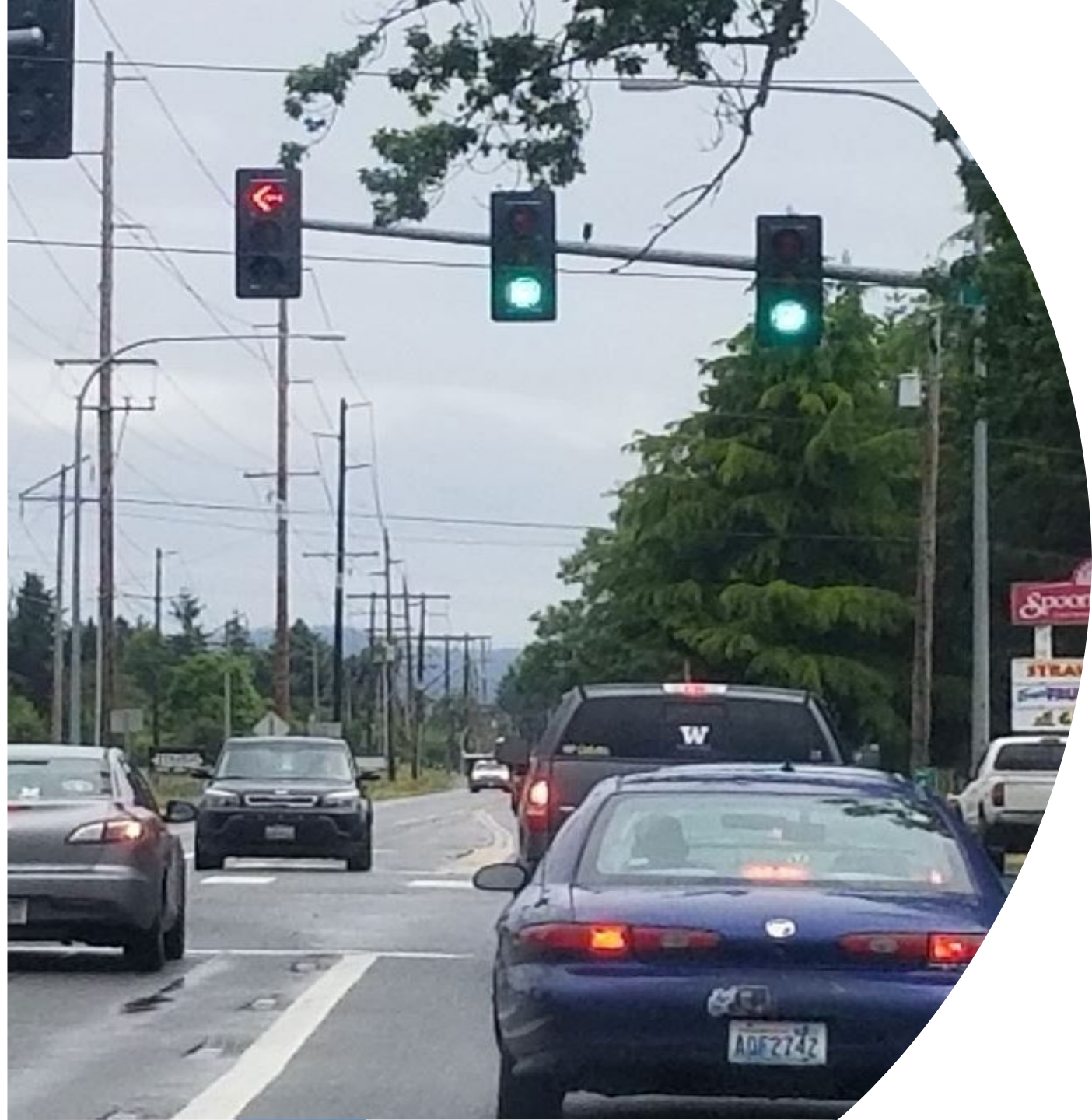


**Review the conflict
you brought today.**

**Where does it fall in
the SHONK model? It
is something more
than relationships?**



Baby in the Back Seat



What outcomes are you hoping to achieve when you are dealing with conflict?

Find Common Ground



Phrases to use in Conflict

Help me understand where you're coming from.

What I heard you say is... Did I get that right?

When you said/did that, I felt...

I agree with you on...

Let's work on this problem together.

I see how I've contributed to the problem.

I'm sorry.

Let's see how we can prevent this from happening in the future.

I hear your point. Do you mind if I share my perspective?

I see that a bit differently.

How can I support you?

What do you suggest we do about this?

Thank you for being honest with me.

We want the same thing (with customers)

Resolve Model

Step 1- Understand the problem

Step 2- Define what each person wants and why

Step 3 – Listen for common interests

Step 4 – Find small steps to move forward

Step 5 – Monitor progress

Whole Message Model

Observations “What are the facts?”	Thoughts “What do they lead me to believe?”	Feelings “How does this make me feel?”	Wants “What outcome do I want?”

Approaching Conflict Situations



Open Q and A



How do you bring a conflict situation to your leader?



If you feel like you can't go to your leader, who do you turn to?

**Utilize the situation
you brought. What
can you apply from
today's session to
that situation?**





Provide feedback:

<https://www.surveymonkey.com/r/KZJV2DF>



Sign up for future session:

<https://mymagnifi.org/resources/training.html>



Questions