



Advancing Dialogue and Understanding



# Communication & Negotiation Skills for Difficult Conflict Situations

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# High Cost of Conflict



# Common Reactions and Results in Conflict or When Threatened



**Emotional:**

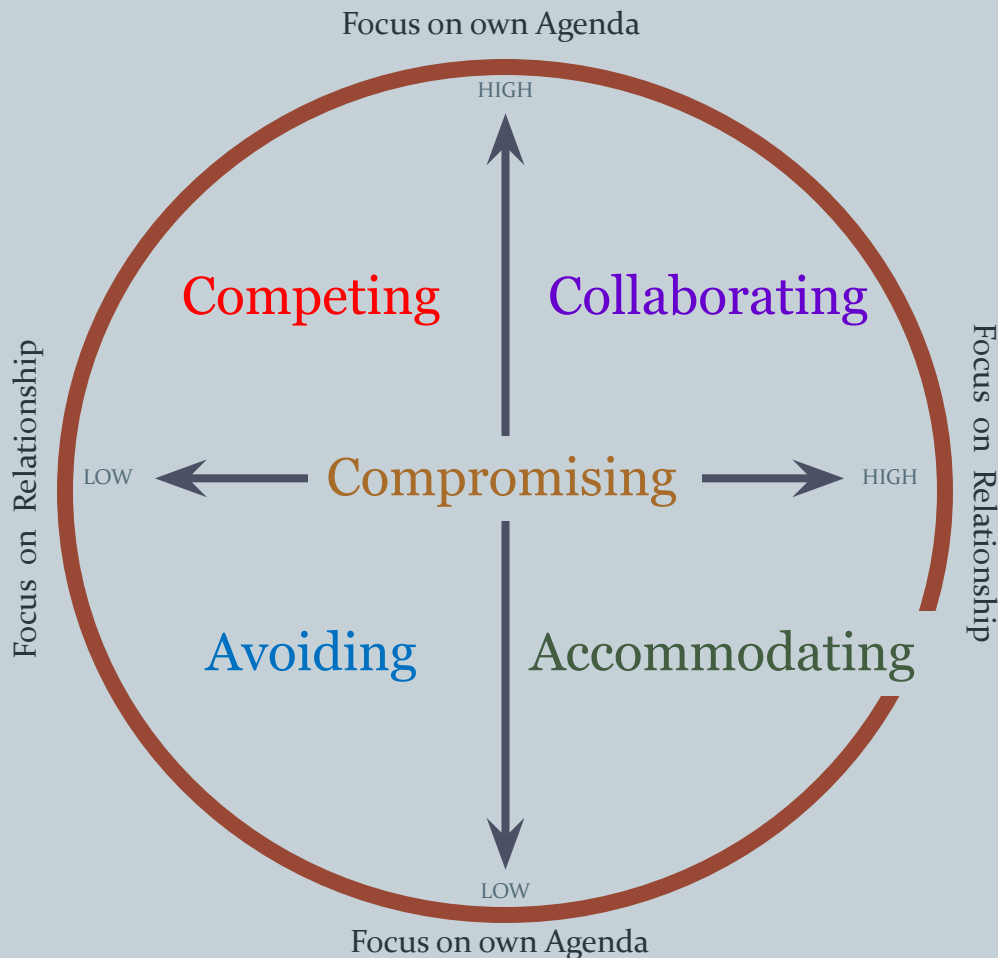
**Physiological:**

**Behavioral:**

**Relational:**



# Develop Comfort in All Approaches



- Each approach is a valuable tool, essential for particular situations all of us face.
- We handle conflict better when we are skilled in all five. Then **we can choose** the response most likely to bring a good outcome.
- Learn the **strengths and limitations** of each approach. Grow by experimenting with greater use of styles you use **least**.



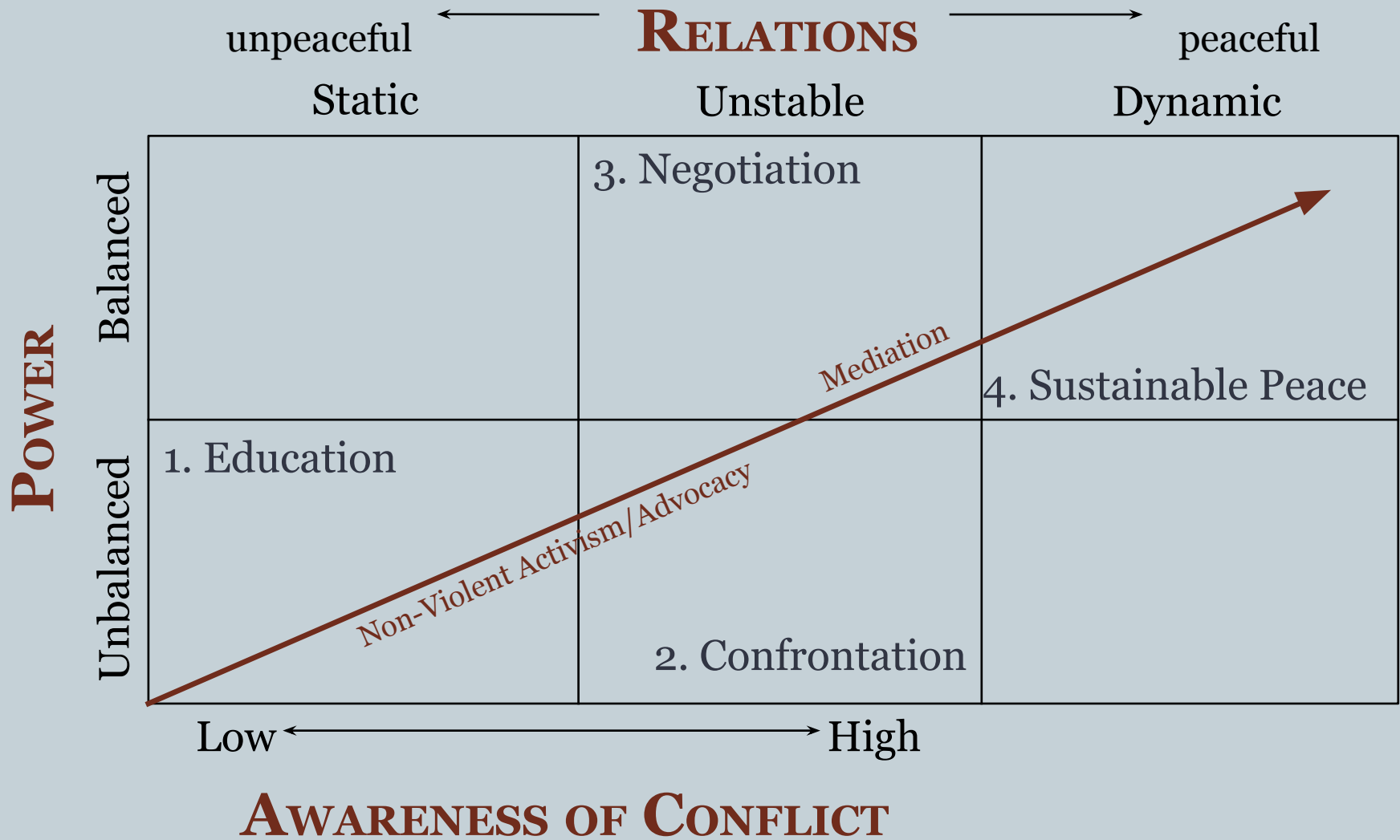


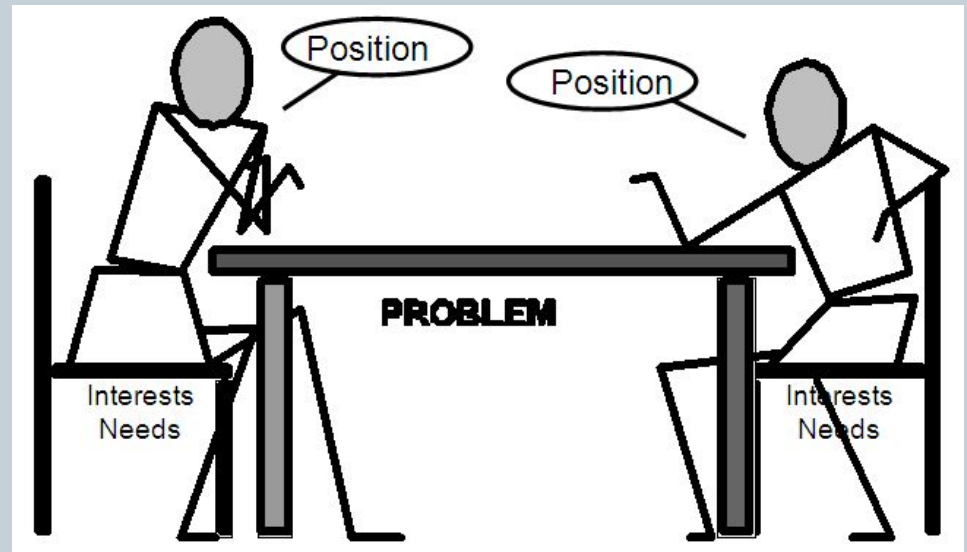
Figure from Lederach (1995). ©1995 by Syracuse University Press.

[6] Adam Curle and Ma'ire A. Dugan. "Peacemaking: Stages and Sequence," *Peace and Change*, Vol. 8, (Summer 1982) 19-28. See page 22 specifically.



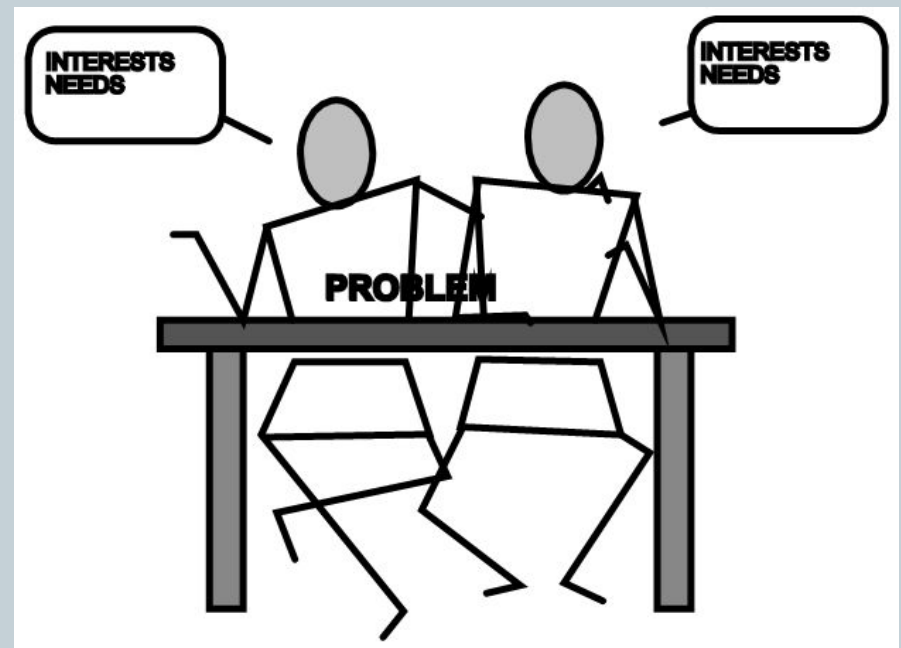
# Competitive Approach to Negotiation

- Blaming and fault finding
- Secretive/Deceptive
- Mistrust
- Aggressive/Defensive
- Past focused
- Alienation
- Compromise

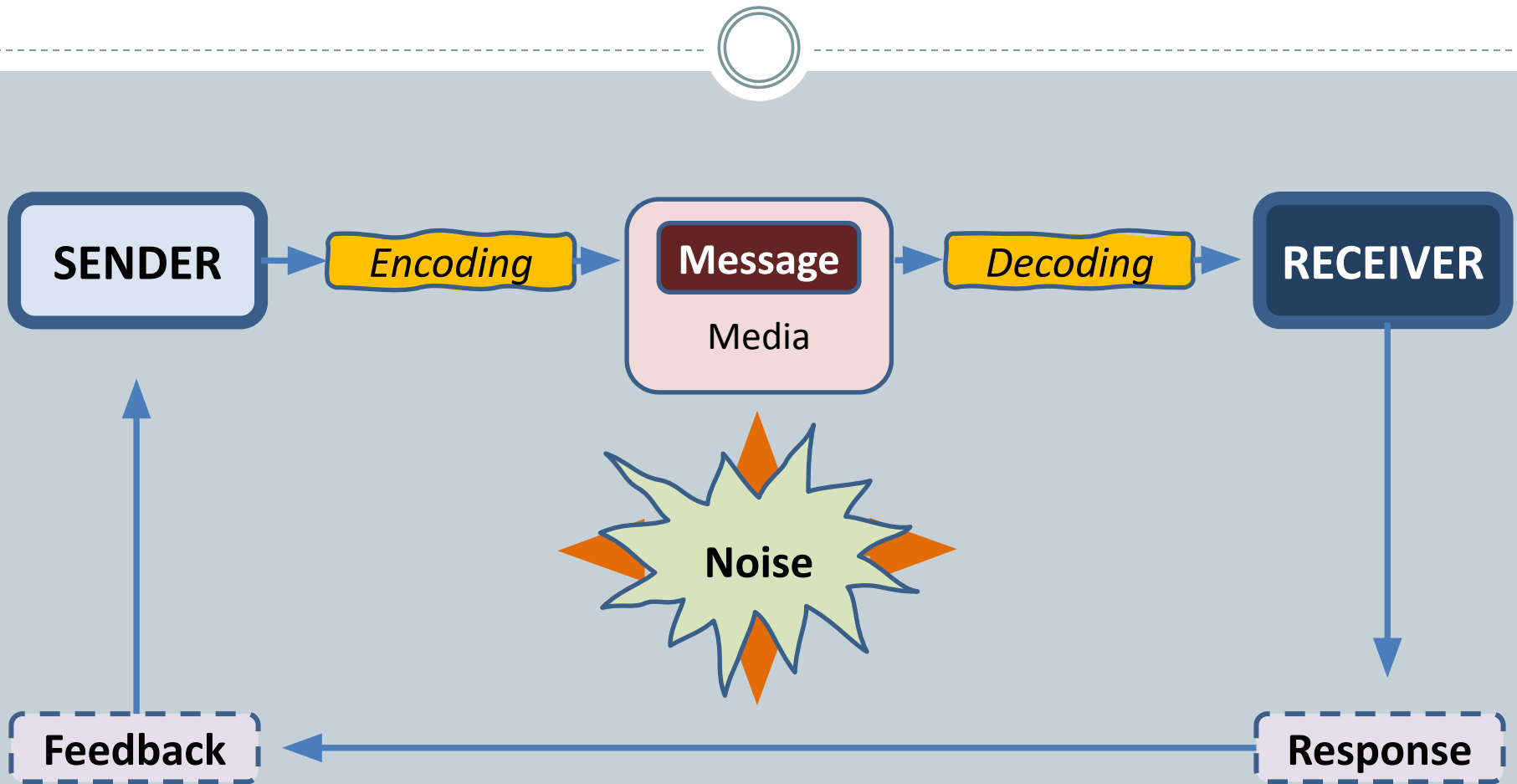


# Cooperative Approach to Negotiation

- Open/Honest
- Direct
- Trusting
- Assertive
- Future focused
- Invent options for all
- Mutual needs met



# Communication 101



Source: <http://bizcommunicationcoach.com/>





# Listening Blocks



*Disagreeing*

*Tired*

*Shame*

*Disinterest*

*Don't feel good*

*Time constraints*

*Boredom*

*Offensive things said*

*Repetition*

*Relationship problem*

*I judge*

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*I have something to say*

*Inattention*

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*Distractions*

*Being busy*

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*Excitement*

*Agreeing*

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*Feeling judged*

*Nothing is at stake*

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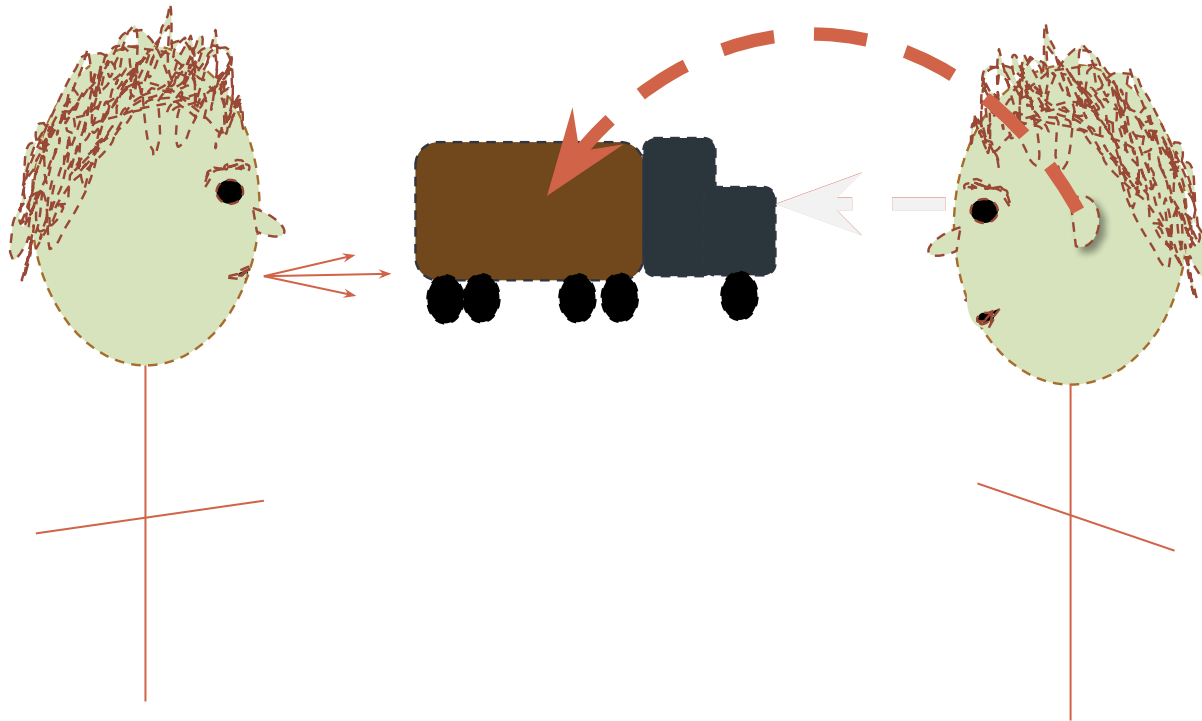
*Our own judgments*

*Interruptions*

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# Listen Anyway



# The Brain: Design & Functions



## Neocortex

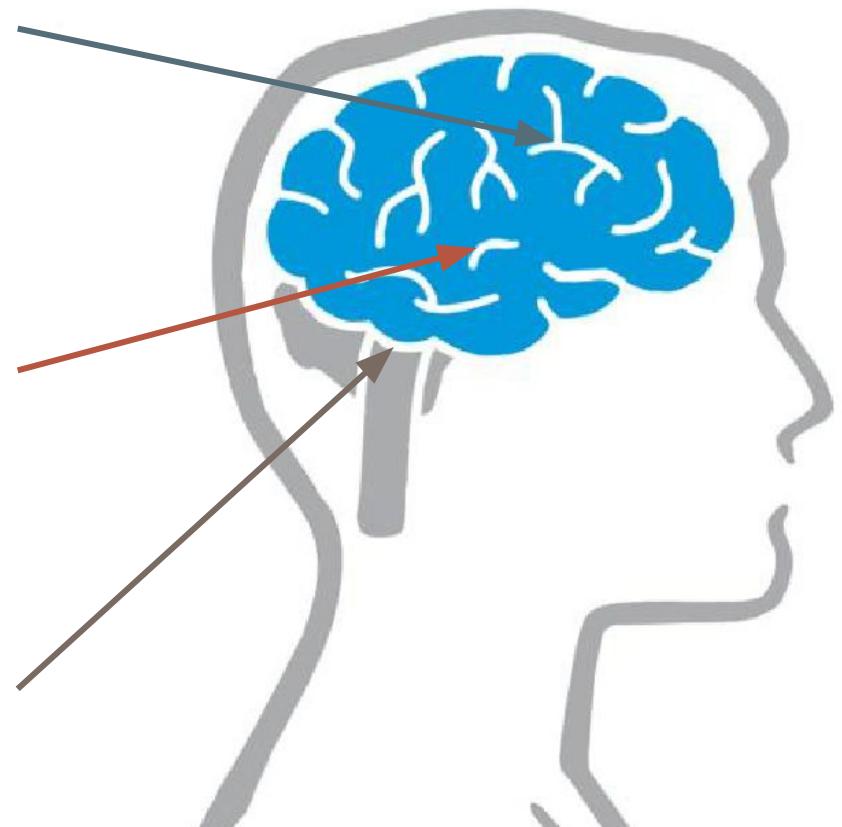
- Upstairs / the “Study”
- Logic & Abstract Thought | Creative Thinking
- Collaborative Activity
- **Respond** (*choose*)
- *Human*

## Limbic System

- The “Workroom”
- Emotions / Feelings
- Routine Patterns
- *Mammalian*

## Brain Stem

- Downstairs / the “Basement”
- Life Support Systems & Survival Instincts
- **React** (*fight, flight, freeze*)
- *Reptilian*



# Conflict Thinking in Action



An **ACTION** that is conflict behavior

Is based on a **DECISION TO DEFEND**

In response to a **FEELING** of **THREAT**

About something we think we **KNOW**



# *Don't Make Decisions from the Basement*



- What are some ways to prevent or deal with a “flipped lid?”
  - Prepare in advance
  - Do something calming to regain balance and re-center
  - Be conscious of breathing, non-verbal communication, and overall goal to be constructive
  - Take a break
  - Listen - despite listening blocks that arise



# Tips & Suggestions



Pause or take a break



Be conscious of feelings

Listen and Verify



Ask Questions



Physical Movement

Know and return to your purpose



# Common Reactions and Results after conflict resolution

## ● Unsuccessful

### ○ Emotional:

- anger, hurt depression, vengeful, hate, bitter, worried, confused, stuck, hopeless, upset, frustrated, threatened

### ○ Physiological:

- increase heart rate & blood pressure, bad sleeping & eating, tension, tears, frowns, befuddled

### ○ Behavioral:

- yelling, cursing, hitting, ignoring, crying, silent treatment, throwing things, crossing arms, leaving

### ○ Relational:

- avoidance, fight, distance, no trust, self-absorbed, bad communication, ripple effect, polarization, off balance

## ● Successful

### ○ Emotional:

- relief, encouraged, happy, secure, respected, confident, satisfied, peaceful, capable, responsible, content

### ○ Physiological:

- normal heart rate & BP, relaxed, better sleeping / eating, lighter, clarity of mind

### ○ Behavioral:

- hugging, laughing, positive touch, conversational, smiling, joking

### ○ Relational:

- closer, growth, bonded, increased trust, open communication, reconciliation, creative