



Finding Confidence in Conflict



Structure

1. Purpose
2. Rethinking Communication
3. A Gift!
4. Managing Emotions
5. Mastering Mediation

Part 1: Purpose

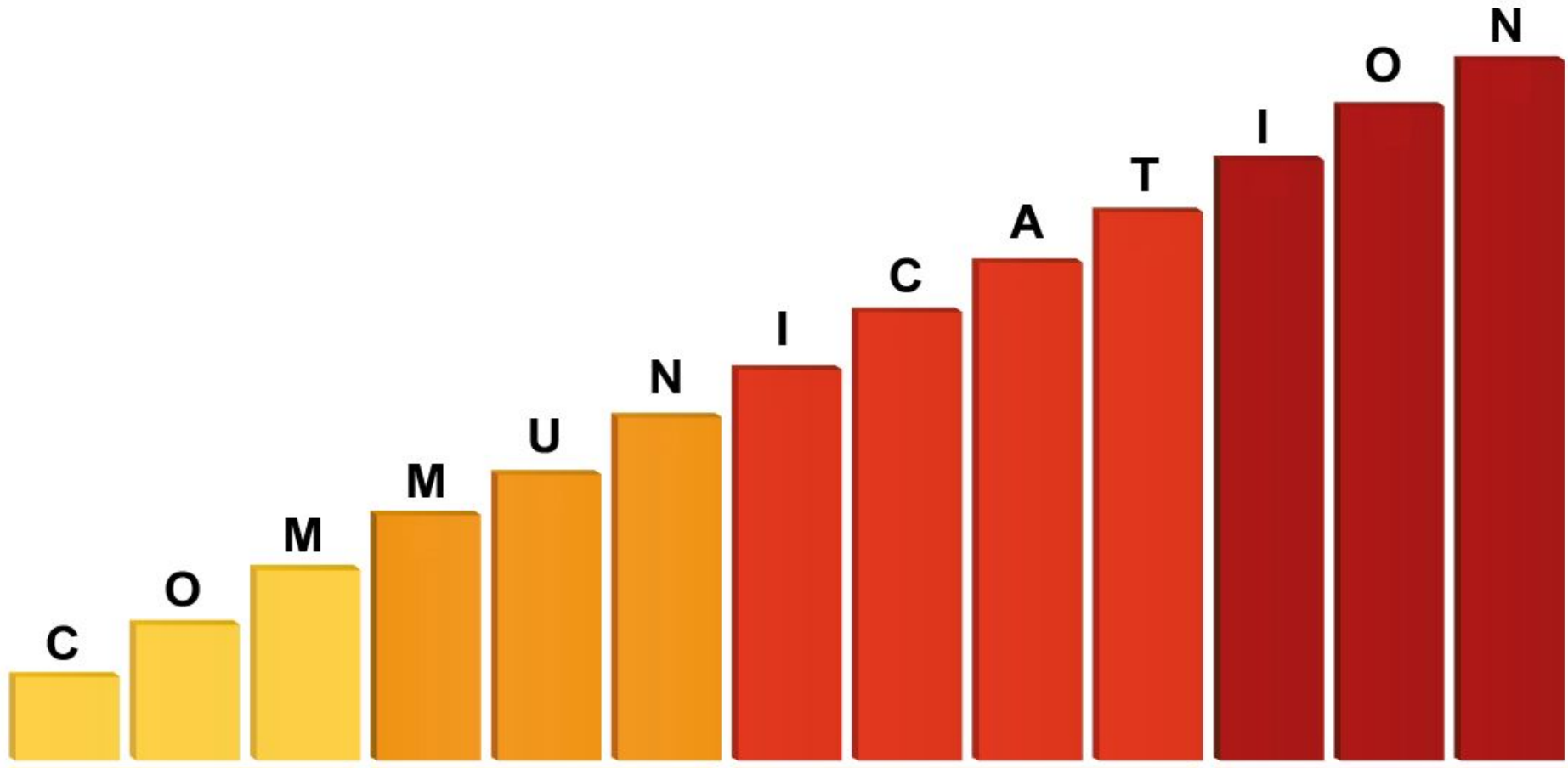
got purpose?

GOAL

The word "GOAL" is rendered in a bold, red, sans-serif font with a slight 3D effect. The letter 'O' is replaced by a target symbol consisting of three concentric white circles on a red background. A black dart with a silver barrel and a yellow tip is positioned diagonally, pointing towards the center bullseye of the target 'O'. The background is plain white.

Assume the best of intentions.

Part 2: Rethinking Communication



What is Conflict?



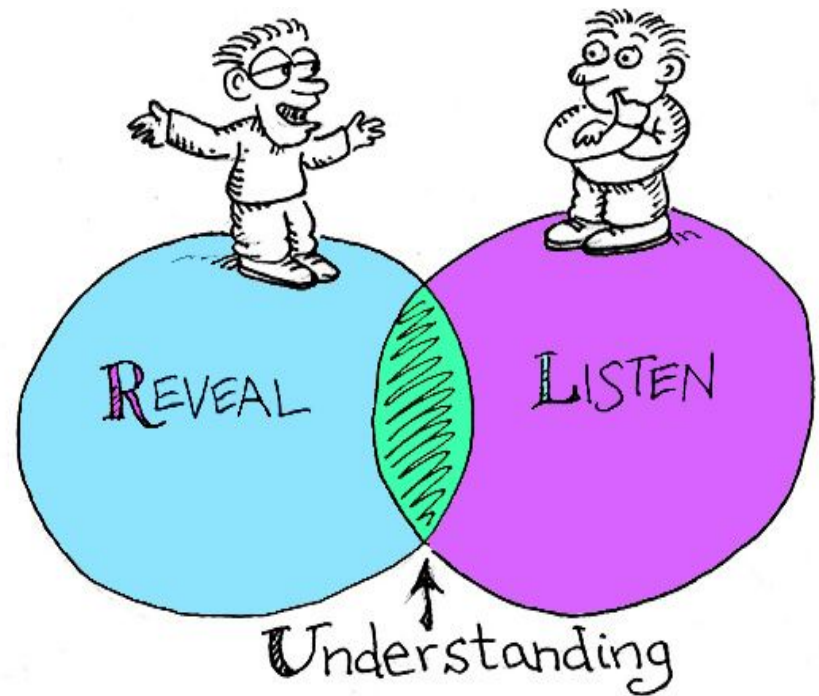
Opportunity

The image features the word "Opportunity" written in a playful, multi-colored font. Each letter is held up by a hand of a different skin tone, symbolizing diversity and shared success. The letters are: a large red 'O', a green 'p', a blue 'p', a pink 'o', a yellow 'r', a purple 't', a green 'u', a red 'n', a yellow 'i', and a pink 'y'. The hands are positioned below the letters, with fingers gripping the bottom edges. The background is plain white.

Level 1 Communication

Understanding for Relationship Maintenance and Building

1. Learn, Not Teach
2. Share, Not Preach
3. Respect Despite Differences



Level 2 Communication

Persuasion - Changing Behaviors and Beliefs



How do we start a Level 1 conversation?

(Situation + Impact) + Invitation = Step 1

Use the word “Because.”

CLARIFY INTENTIONS

What are some possible negative assumptions they may have about your intent if you fail to clarify your intentions?

CLARIFY INTENTIONS

What are some possible negative assumptions you might have about them if they fail to clarify intentions?

Goal + Positive Framing

What is Framing and When Should You Use It?



Primary Objective: *Understanding*



Values > Ideology

What do they care about and why?



Moral Foundations Theory

1. Caring for the Vulnerable and Avoiding Undue Harm
2. Fairness
3. Loyalty to the Group vs. Betrayal
4. Respecting Authority vs. The Subversion of Authority
5. Sanctity (seeing certain things as sacred, i.e. The American Flag)
6. Liberty and Autonomy vs. Oppression/Restricted

Part 3: Your Gift!

Free Guides

AmericanNegotiationInstitute.com/guide



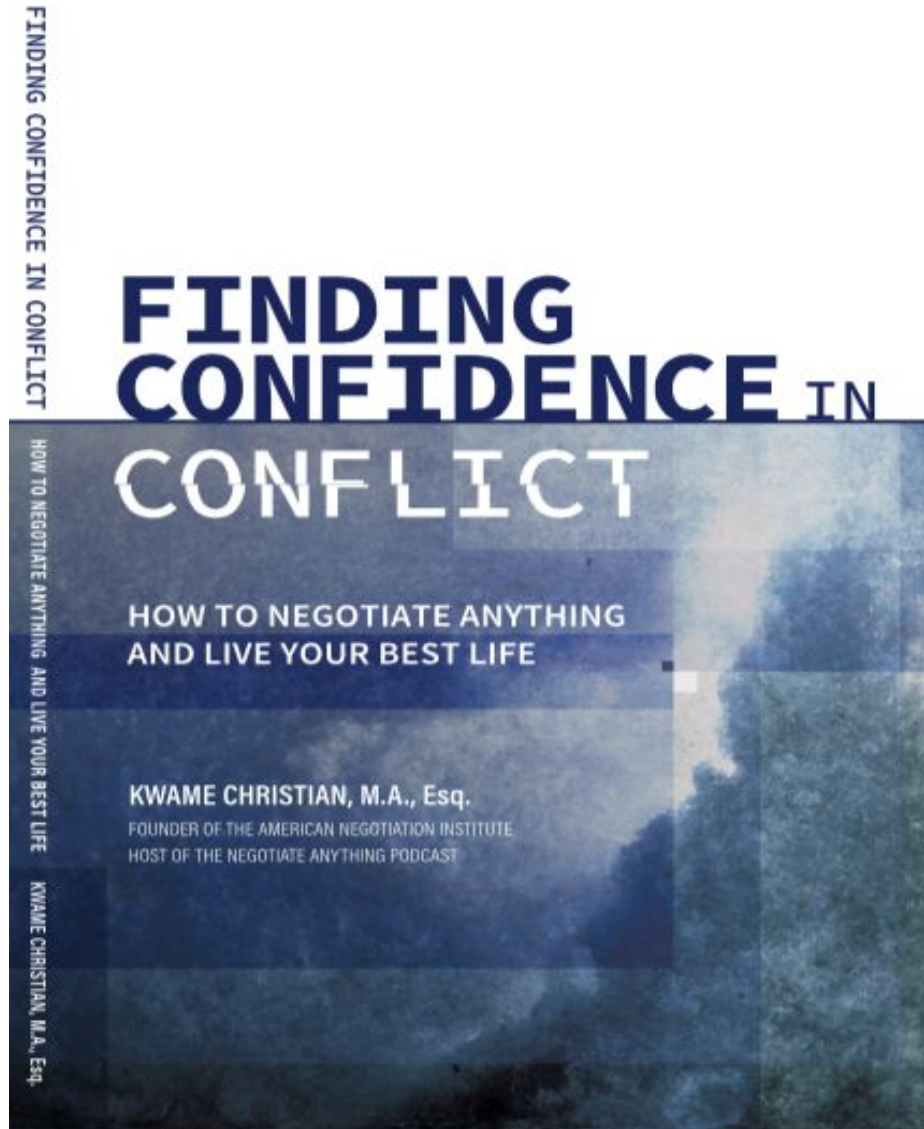
Part 4: Managing Difficult Emotions



What's the difference between conflict management and arguing?



Compassionate Curiosity Framework



Compassionate Curiosity

1. Acknowledge and Validate Emotion
2. Get Curious with Compassion
3. Joint Problem Solving

Step 1: Acknowledge and Validate Emotions



It sounds like...

It seems like...

KEYWORDS



Step 2: Get Curious with Compassion



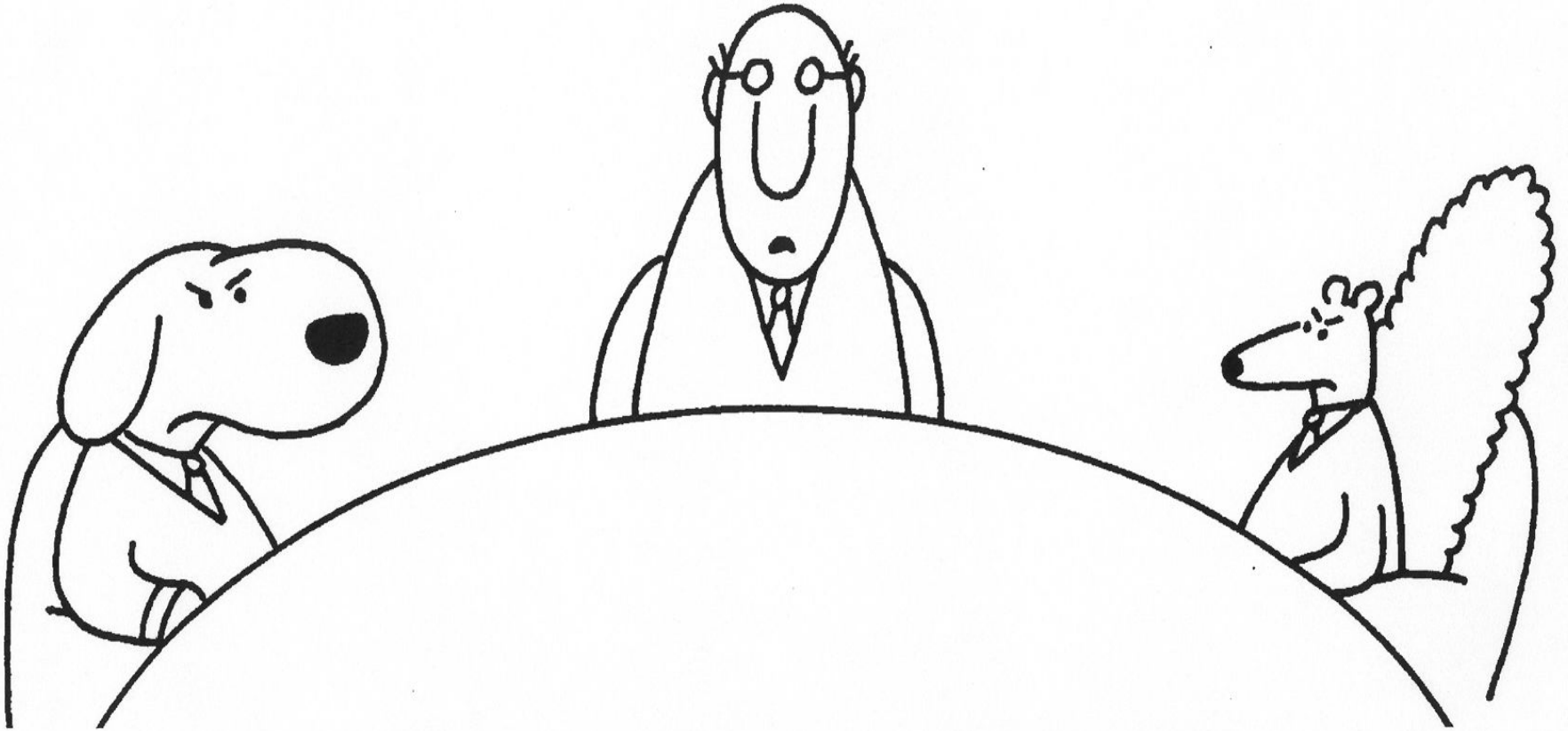
Step 3: Joint Problem Solving



Part 5: Mastering Mediations

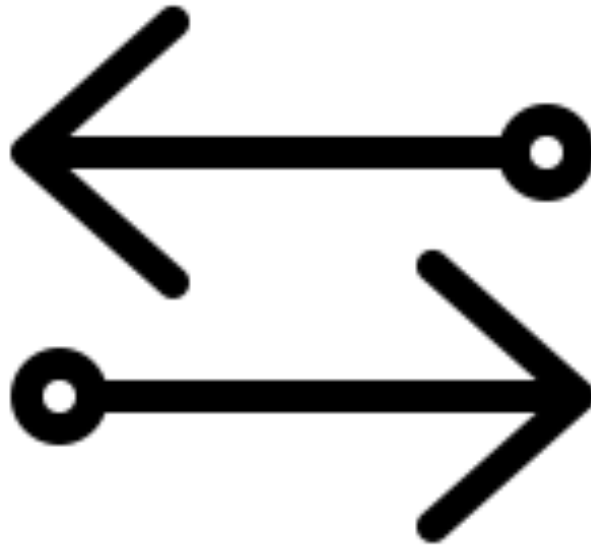


What is the Role of the Mediator?



“First, can we agree that it is a big back yard?”

Shuttle Diplomacy



Use Compassionate Curiosity

1. Acknowledge and Validate Emotion
2. Get Curious with Compassion
3. Joint Problem Solving

Listen Without Judgment

Key to Building Trust



Try to Learn...

- What happened?
- What is their perception?
- What is their goal?



Bring Everyone Together



Free Resources



Takeaways

You can do this.

Small tweaks, Big
Results.



