



3. Managing conflict



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Objectives

- 3.1 Recognize common constructive and destructive tendencies in interpersonal conflict
2. Be aware of how these tendencies show up in a conflict scenario

3. Analyze specific behaviours (hot buttons) that tend to result in destructive conflict



Lesson 1

Recognize common
constructive and destructive
tendencies in interpersonal
conflict



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Communication in the Workplace

Receiving Feedback

Everyone finds himself or herself on the receiving end of **criticism** from time to time. When this happens, the most important thing is to **remain calm** and fight the natural instinct to become paranoid or defensive. Here are five tips that can help you to handle criticism and turn it into a positive learning experience.

1

Listen.

2

Consider the source.

3

Ask for specific examples.

4

Evaluate the criticism.

5

Keep the **USEFUL** information



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understood the materials when... you answer below!

As a summary try to answer these two questions, write down your answers and compare them with the next slide.

What is the difference between constructive and destructive conflict?

Can you think of a scenario where you have received destructive feedback which leads to the conflict?

What are the 5 rules for better communication and less conflict at the workplace?



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Lesson 2

How do you handle
destructive conflict?



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How do you handle destructive conflict?



How do you handle destructive conflict?

SET SOME GUIDELINES
RESP
ACKNOWLEDGE THE PROBLEM
GET THE PROBLEM
CHOOSE YOUR BATTLES

FOCUS ON ISSUES
ON
ISSUE
S
OTHER ISSUES
THE ISSUES

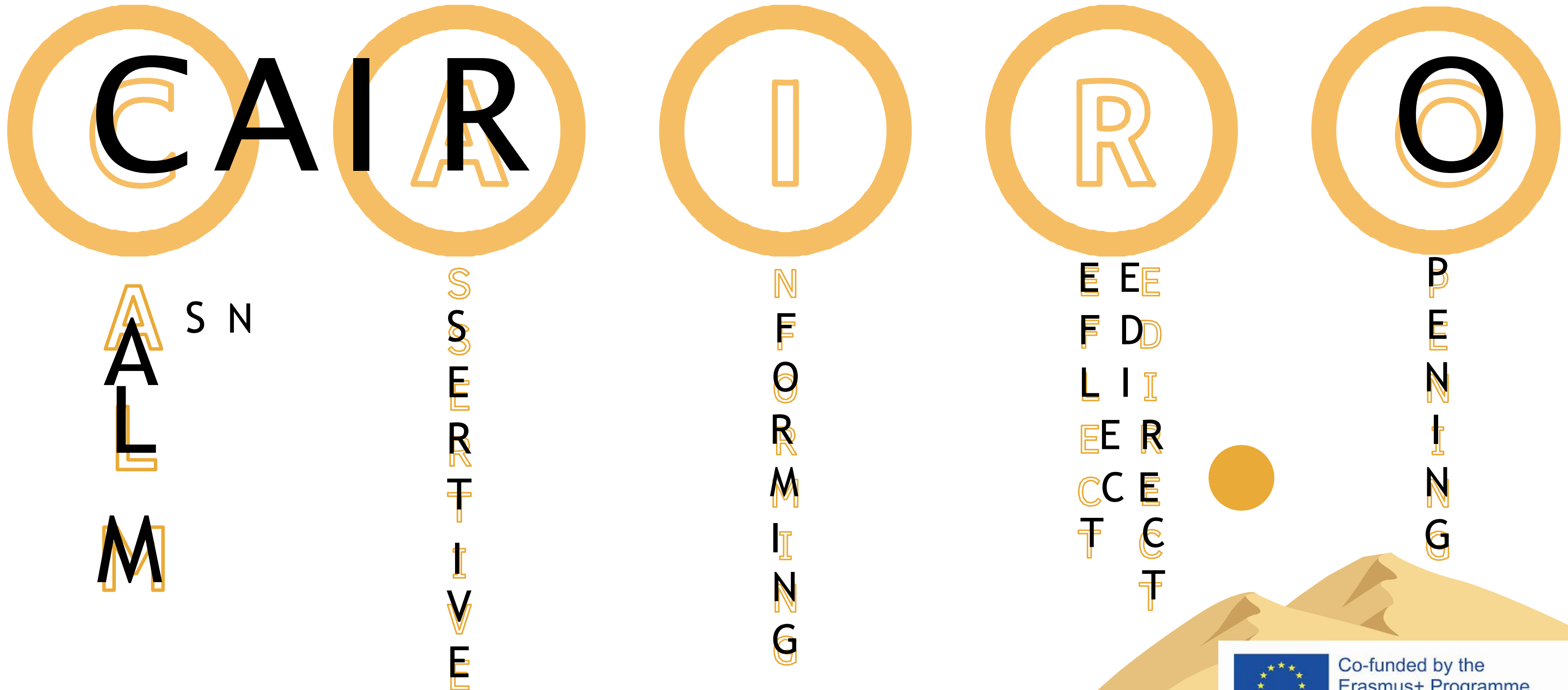


Tools for defusing conflict with public transportation passengers

"When dealing with triggered, erratic, aggressive or emotionally unstable people, we often naturally choose the least effective method of de-escalation."



CAIRO Method™* for Conflict Management



*<https://www.metro-magazine.com/10003020/tools-for-defusing-conflict-with-public-transportation-passenger>



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CAIRO Method™* for Conflict Management



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material

You know you have understood the materials when... you answer below!

As a summary try to answer these two questions, write down your answers and compare them with the next slide.

What are the 4 main parts of handling destructive conflict?

What is the CAIRO acronym for?

Can you describe in one sentence each of the parts of

CAIRO? Why should you use conflict resolution?



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Lesson 3

Analyze specific behaviours
(hot buttons) that tend to
result in destructive conflict



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Your buttons

Notice when you're getting triggered.

In the heat of the moment, take note of your physiological state, body language and tone of voice. A "hot face," sweating, loud voice, shaking, tears, and clenched teeth are physiological signals that you're feeling emotionally flooded and suggest that you've been triggered.

Find out if the threat you perceive is real

You'll discover that you're hyper-alert to certain kinds of slights and may be creating conflict where there wasn't any. To find out, name the threat you perceived and ask if that's their intention. For instance, When you took the rest of the staff to lunch on a day I was out, I experienced that as deliberately excluding me. Is that what you meant to do? (hint: the speaker is someone with an inclusion trigger...doesn't like to feel excluded).

Start journaling about your emotional triggers

Identifying your hot buttons is critical for two reasons: You'll have a stronger understanding to help you better prepare for and recognize future triggering situations before you react reproductively. You'll be able to respond more effectively as you develop a toolkit to help you navigate these triggers – in the workplace and beyond. How can you get started? One of my favourite recommendations is to journal about your triggers.

You can use any method you want – a standard pen and paper works fine, or use your computer to jot down your thoughts. What's most important is that you capture:

What specifically happened that resulted in you feeling triggered? As it happened, how did you feel? What were you thinking?

If you had to rate your emotions on a scale of -10 to +10, where would they fall?

What was your reaction?

What impact did your reaction have on you and others?



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m a t e r i a l

You know you have understood the materials when... you
As a summary try to answer these two questions, write down your answers
answer below!
and compare them with the next slide.


What is a conflict trigger?

Why should you use conflict resolution?





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Resource Page


 <https://drkathyobear.com/navigating-triggers/identify-hot-buttons>
- navigate-workplace-conflict/

 <https://tammylenski.com/managing-your-hot-buttons/>

 <https://work.chron.com/deal-disrespectful-screaming-coworker-25740.html>


 CAIRO: <https://www.metro-magazine.com/10003020/tools-for-defusing-conflict-with-public-transportation-passengers>

 Conflict Resolution Train the Trainer_CA_Virsabi

 Effective Practices in Bus Transit Safety_ Emergency Response_SM_Virsabi (Teamwork)

 IO1_CustomerService_CA_ReusMobilitat (Teamwork)

 Competition_CA_GER (Teamwork)

 - Escalation and de-escalation -
<https://itmconflictmgmt.com/making-sense-of-conflict/escalation>
- de-escalation/

