

Seven Ways to Turn Conflict-Communication Problems Around

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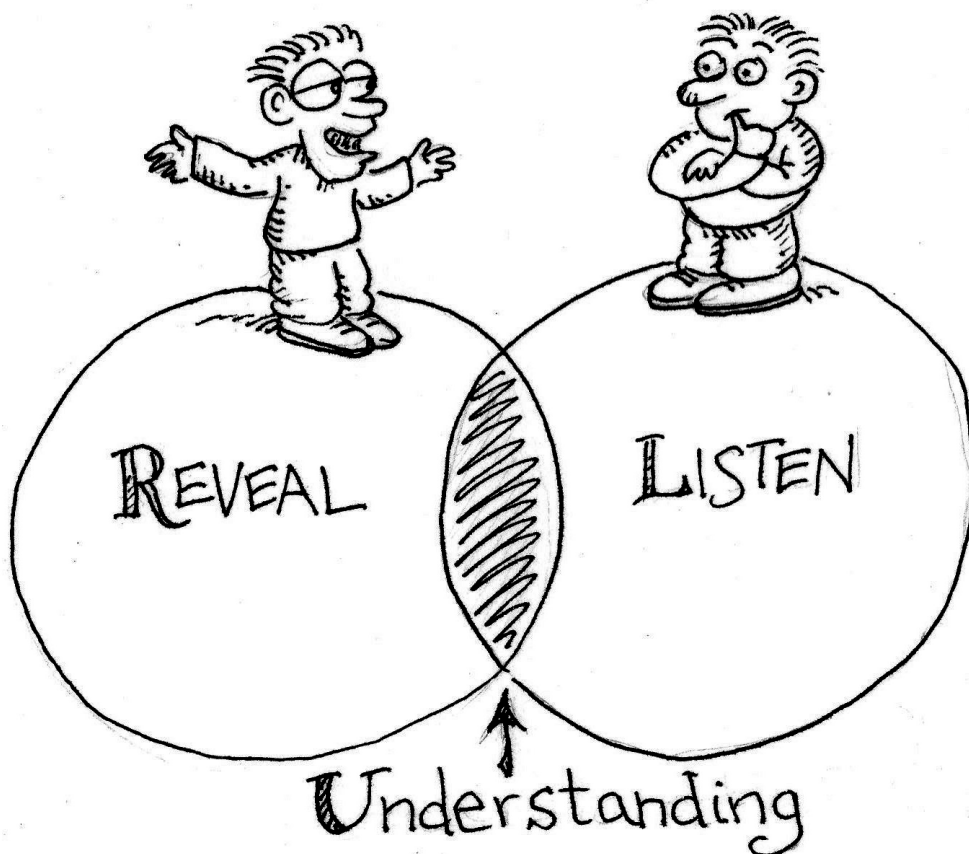
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Is conflict creating problems? Conflict destroys productivity, engagement, empowerment, communication, leadership and success. Conflict is an emotionally charged situation that is fueled by incompatible interests, goals, feelings, ideas, values, ethnicity, personality differences, or miscommunications.

Step 1. Do NOT react; instead use the conflict at hand to build one of your most important Q skills, constructive discontent. While our first instinct when confronted with conflict is often to react, or retreat this is often one of the most counterproductive ways to handle conflict. Your automatic response, a

response triggered by your amygdale/your reptilian brain will be to fight or flee. DON't do either.



Step 2. Under stand .

Under
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our
autom

atic fight or flight response and do not react to them:

Denial – If we don't think about it, it doesn't exist or will go away by rationalizing or minimizing. We can deny the problem all together, or we can deny our anxiety be becoming aggressive, confrontational or carrying a chip on our

shoulder.

Avoidance – We know the conflict is there, but we don't want to deal with it, and make or find excuses to not deal with it.

Projection – Permits us to deny our own faults by projecting these faults onto others.

Reaction Formation – Adopting the traits or mannerisms of the person with whom they are engaged in conflict.

Displacement – Attacking the other person by changing the original topic of conflict, with some other unrelated complaint.

Escalation – A person will respond to the conflict by blowing it out of proportion, or expressing their own needs, by acting overly melodramatic, and appearing too needy for attention.

Pause; expect that your amygdale or reptilian brain will cause an automatic fight of flight response. It is

subconscious, it is primal, it is automatic to all human beings; and, it can be circumvented by waiting for this fight or flight reaction to pass so that we can learn to respond rather than react.

Step 3. Become a better listener. Take a moment to understand the objectives of the person fueling the conflict. Walk in their shoes for a few moments. Make sure you really understand what the other party wants. What do they really want, what are they feeling that is compelling them to create a conflict? Has something done or said invalidated them in some way causing the current impasse? Is there a communication problem that has caused mutual misperceptions, perhaps misinformation?



Step 4. Build constructive discontent. On a superficial level constructive discontent is your ability to stay grounded and focused on your objectives, your true goals during an argument or

conflict. On a deeper level, constructive discontent is a learned skill, a leadership skills that will help YOU feel a difficult emotion, but not act upon it. Feeling the emotion, not being held hostage by it but re- focusing YOUR true objective is critical.

Step 5. Focus on the shared objective. Begin again from the center of the table. Focus on the objective you and the other person share, the common goal, rather than the difference in your proposed solutions. If you need to discuss feelings do not be accusatory, do not invalidate the other person's position. Reflect their position to them, make them understand they are heard AND focus on the common objective that you share.

6. Validate. Validate the other party's opinion/position. You do not have to agree, but you must let them know that you have heard their position. Alternatives must be framed in a way that does not invalidate the other person's

position, but shows them how the alternative will benefit them and your shared objectives. A cooperative atmosphere is critical to building trust and to any hope of a successful resolution. Nothing can be accomplished without trust, and trust can only be engendered when both parties think cooperatively.

7. Agree and Resolve, if possible. When a resolve is accomplished, both parties must be clear about what they are agreeing to and abide by their agreement. Make sure that everyone clearly understands and agrees with what has been decided.

More communication tips and tools:

Five Communication Posts in One

Learning & Communication Self Test

Use Your Voice to Inspire and Engage

Constructive Discontent

Community of Purpose



About Irene Becker, Executive Coach, Consultant, Speaker, Writer Chief Success Officer, Just Coach It -The 3Q Edge™

First woman CEO of a steel company in Canada, Irene Becker has a track record of trailblazing accomplishments in business and in the community at large. An insightful and inspiring executive coach, mentor, speaker and writer, Irene helps clients achieve breakthrough results in their communication, leadership and lives. Passionate about the integrity of her work and its ability to help change-makers LEAD change, Irene helps smart people and organizations develop 3Q Leadership™ and effective verbal, written and social communication that builds reach, resonance and results. Irene welcomes your emails at irene@justcoachit.com and tweets at @justcoachit.

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Tips & Tools around leadership, communication, teambuilding,

personal development, inspiration, motivation, improved ideation and action-ability, career transition and career development... for success in high stress, high change environments!

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Career Satisfaction Audit

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EQ Self Test

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Post Millenium Syndrome PMS?

Discover Your Genius

Is Goodness Good for Business?

From Goodness to Greatness



COMMUNICATION-HR-OD (and quizzes):

Communication

Learning & Communication Self Test

Self Awareness Coach Quiz

The Thriving Organization-Ten Powerful Steps

Leadership Awareness Growth Tool

The Need for Better EQ

Learning & Communication Self Test

EQ Self Test

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A Great Team is the Sum of its Parts-Courageous Teambuilding Tips

A Great Team is the Sum of Its Parts Courageous Team Building Tips

Irene Becker | www.justcoachit.com | 3Q Leadership™ Blog
Helping smart people and organizations communicate and lead forward
smarter, faster and happier is what I do best



How we act and communicate sets the course for success or difficulty with our team and colleagues. Leading my example is critical. The most effective members of a team are those individuals who can accept both their strengths and weaknesses; using both to develop proactive success strategies. Great team leading is a component of any successful business or enterprise.

Have you developed the Q skills that drive enhanced courage,

communication, collaboration, engagement and leadership?

- How do you respond to problems and challenges?
- How do you influence others to your point of view?
- How do you respond to the pace of your work environment?
- How do you respond to the rules and procedures set by others?

What are the qualities of a successful team?

- Consistency of task performance.
- Using a disciplined approach.
- Critical appraisal of data.
- Agreement and engagement in the goals and objectives of the team.
- Great communication and rapport
- Calculation of risks before taking action.
- Encouraging questions and honest feedback.
- Exhibiting patience and good listening skills.
- Adherence to established guidelines and procedures.
- Establishing a quality oriented work model
- Using care-frontation and not confrontation

What are the qualities of a good team player?

- Good at reconciling factions
- Accurate and intuitive.
- Conscientious and steady.
- Dependable team player.
- Service-oriented.
- Proficient and skilled in his/her work.
- People-oriented.
- Always concerned about quality work. and the ongoing development of communication and rapport.
- People-oriented.

What are the team effectiveness strengths we need to build or enhance?

- STRENGTH – Dedication to the goals and objectives of the team.
- STRENGTH – Effective communication and leadership skills

- STRENGTH – Being a better listener and remaining calmer during conflict
- STRENGTH – Focus, resiliency, tenacity
- STRENGTH – Loyalty and patience
- STRENGTH – Empathy, people orientation

Ready to lead by example?

Become a goodness to greatness leader who can link your own vision for success, build a shared purpose, and a sense of ownership for your course of action. Effective leadership is about creating an ethical work environment, putting the common good first. You will be able to create a work environment that motivates others to work harder with even greater commitment.

Do you want to build a high retention culture?

Money and perks bring employees through the front door, but a poor work environment makes them run out the back door. Develop a high retention culture before the war for talent adds heat to an already challenging workplace.

Will you become an agent for positive change?

Success will be largely determined by your ability to eliminate status quo, manage change, and stay innovative. Help members of your team and your staff reach elevated levels of productivity, help them build the Q skills that lead to greater job satisfaction, motivation, and fun at work.

Do you want to create an energizing work environment?

Learn what it takes to get high performance from your fellow team members and staff. Find ways to communicate praise for achievement and new ideas on an ongoing basis. Find innovative ways to put the fun factor back in your workplace; the fun factor is important for engagement and also for helping your staff optimize their brain power. Make your place the best place to work and let this energy spread from the staff to your clients!

More? Yes! Lots more on the blog, and more to come!

Subscribe to our rss feed for more tips on leadership, team building, communication, success and personal development.



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