

Effective Communication & Conflict Resolution in the Workplace



Cultivate a Positive Workplace Culture

- Professional
- Inclusive
- Respectful
- Kind
- Psychologically safe
- Collaborative
 - Lift one another up
 - Work as a team



**Character cannot be
developed in ease and quiet.
Only through experience of
trial and suffering can the soul
be strengthened, ambition
inspired, and success achieved.**

- Hellen Keller



Objectives

- Understand the nature of conflict at work
- Recognize your conflict style
- Develop skills to effectively resolve conflict at work
- Learn tools for dealing with difficult people
- Receive resources for ongoing support





Joyce Marter

SCAN ME

<https://qrco.de/bdjTJe>

Handouts

Self-Awareness

“He who knows others is wise.
He who knows himself
is enlightened.”

- Lao Tzu



We all unconsciously
recreate the familiar
until we become aware,
and choose something
better.



What is your role in the workplace system?

What's the vibe of your energy at work?



“

Acceptance
**If you don't like
something, change
it. If you can't
change it, change
your attitude.**

Maya Angelou

”



Responsibility

“Everything you do is based on the choices you make. It's not your parents, your past relationships, your job, the economy, the weather, an argument or your age that is to blame. You and only you are responsible for every decision and choice you make.”

- Wayne Dyer, The Power of Intention



The Nature of Conflict

- Control
- Power
- Contrasting beliefs
- Disrespect
- Fear
- Misunderstanding
- What else?



“

Whenever you're in conflict with someone, there is one factor that can make the difference between damaging your relationship and deepening it. That factor is attitude.

- William James

”



“

The primary cause of unhappiness is never the situation but the thought about it. Be aware of the thoughts you are thinking. Separate them from the situation which is always neutral. It is as it is.

- Eckhart Tolle

”



Conflict Style

- Avoidant
- Passive
- Passive Aggressive
- Assertive
- Aggressive



Unconscious Response to Conflict

- Fight
- Flight
- Freeze
- Fawn



Avoid Behaviors that add Fuel to the Fire

- Criticism
- Contempt
- Stonewalling
- Defensiveness



Conscious Response to Conflict

- Mindful self-awareness & integrity
- Empathy
- Active listening
- Open communication that is:
 - Kind
 - Necessary
 - True
- Collaboration
- Compromise



Use Assertive Communication

- Neither passive, aggressive, nor passive-aggressive
- “I” Statements
- Honest, direct, clear, and diplomatic
- Does not triangulate
- Face-to-face best, then voice to voice, etc.
- Avoid conflict over email or text
- Diplomacy & Respect



Set Healthy Boundaries

- Information
- Time
- Financial
- Workload
- Physical
- Boundary Experts: [Cloud-Townsend Resources](#)



Develop Your Emotional Intelligence

- Know your emotions
- Manage your emotions
- Motivate yourself
- Recognize and understand other people's emotions
- Manage relationships (manage the emotions of others)



Low EQ

- Emotionally triggered
- Aggressive, passive or passive aggressive
- Participation in:
 - Scapegoating
 - Blaming
 - Bullying
 - Gossiping



High EQ

- Low insecurity
- High openness
- Assertive
- Self-aware
- Inclusive
- Respectful
- Takes responsibility for actions



Detachment

Feelings are waves of energy which we can choose to surf, rather than allowing them to overcome us.

ARLENE ENGLANDER



Detach with Love

- Detachment doesn't mean you don't care, aren't connected or are in denial
- Detachment is a mindfulness practice that involves:
 - Healthy separation
 - Not attaching your wellbeing to others
 - Not trying to control others
 - Not getting hooked
 - Not becoming defensive



Detach From

- Your own negative emotions like fear, anxiety, anger and sadness
- The negative emotions of others
- Expectations
- Outcome (embrace uncertainty)



Detachment as a Mindfulness Practice

- Pause
- Connect with the breath
- Get grounded
- Zoom out
- Imagine a protective barrier
- Unhook or unplug



Compassion

“I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

- Maya Angelou



Empathy

- Must important relational tool
- Put yourself in the other's shoes
- Deep understanding
- Reflect understanding of other's feelings with kindness and compassion
- Shared emotional experience
- Keep a developmental lens
- [Useful article](#)





**How can you
turn a difficult
conversation
into a productive
dialogue?**

Difficult Conversation Starters

- “I’d like to schedule a short call with you to discuss X.”
- “It seems like we may have had a misunderstanding. I’m wondering if we could set up a time to get back on the same page.”
- “It seems like you might be upset with me, and I would like to understand and work through it.”
- “I’m wondering if it might be easier for us to chat about this in person.”
- “I’m struggling with X and am wondering if we could please talk about it.”

Improve the Communication Process

- **First seek to understand** the other party
- **Recognize** that you may not be understood
- **Notice when your emotional brain** has been activated
- **Observe** your process
- **Watch the other's reaction** to you as a way toward self-awareness
- **Take a break** and regroup
- **Seek help** when needed
- **Re-engage** when you are not triggered

Practical Solutions to Conflict

- Avoid a fight, flight or freeze response
- Avoid engaging tug-of-war
- Don't lock horns
- Unhook from the minutia
- “Zoom out” to gain perspective



Practical Solutions to Conflict

- Become rooted in the present
- Let go of defensiveness
- Take responsibility
- Appreciate the power of empathy
- Practice flexibility, adaptability & compromise



6 Steps to Effectively Resolve Conflict

1. Pause and get grounded.
2. Set an intention for the conversation. Visualize it going well.
3. Request a time to talk
 - Consider place and time
 - Face-to-face or voice-to-voice preferred over email/messaging
4. Speak with healthy assertiveness, positivity and respect
5. Listen with openness, empathy & healthy detachment
6. Collaborate to find a win-win compromise or resolution



“

**Resentment is like
drinking poison and then
hoping it will kill your
enemies.**

- Nelson Mandela

”



EQ and Conflict Resolutions Resources

- Emotional Intelligence: Why It Can Matter More Than IQ
- Emotional Intelligence 2.0
- Perfect Phrases for Conflict Resolution: Hundreds of Ready-to-Use Phrases for Encouraging a More Productive and Efficient Work Environment
- Resolving Conflicts at Work: Ten Strategies for Everyone on the Job





Thank You!

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