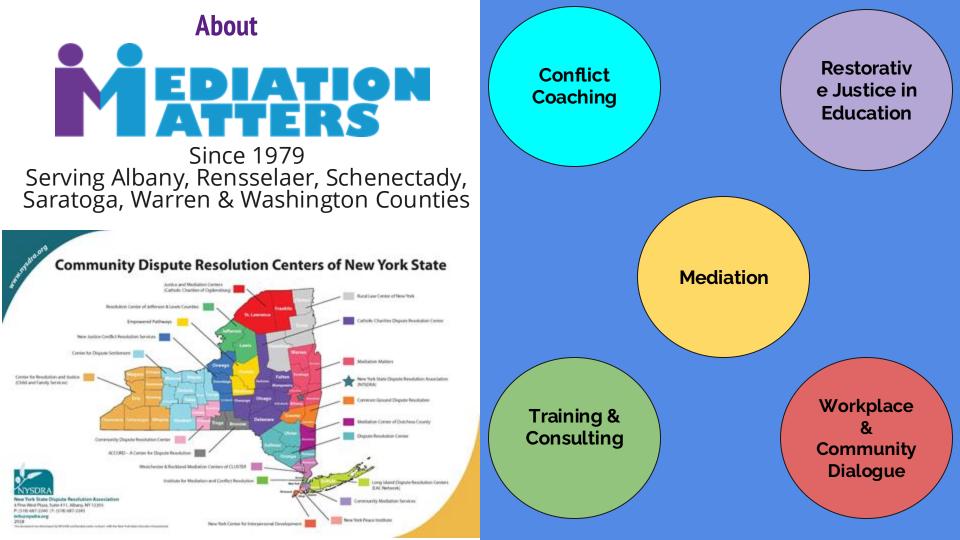
MEDIATION ATTERS

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Creating Connection & Conflict Resolution



About Me









Introductions

Check-In

Introduce yourself to a partner and share which sheep best represents how you are doing today and why?

AND, think about what your your conflict superpower and conflict kryptonite is and discuss.

On this sheep-scale, how do you feel today?



Back to Back Draw

Sit back to back with a partner, one partner facing the screen, one facing away

intractor

- Facing away partner DO NOT PEEK AT THE SCREEN
- Facing the screen partner your job is to describe the drawing to your partner so they can draw as accurate of an image as possible.
- You may not use any words to describe or say what the drawing is:
 - Example: if the drawing is a bunny in the woods, you may not say bunny, ears, eyes, nose, cute fuzzy Easter character, woods, forest, trees, grass, etc...
 - You might say, start drawing a round circle in the center of your paper...

 What did you notice about what was needed to get them to understand?

• What was tricky? What helped?

• What feelings came up as you participated?

• How does this relate to everyday communication?



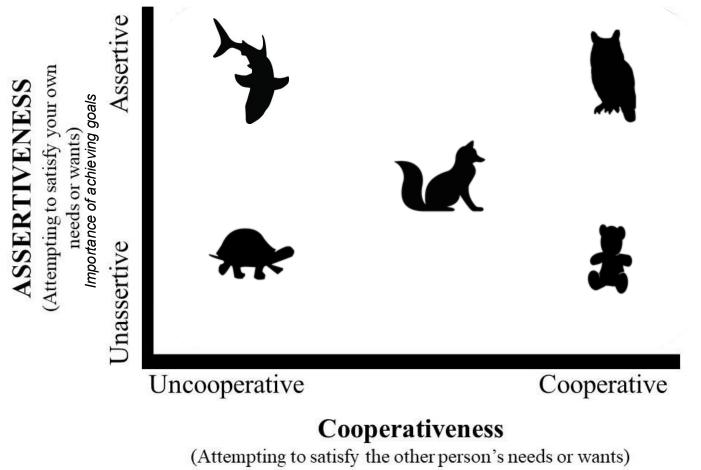
Conflict Styles



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(Attempting to satisfy your own needs or wants) Importance of achieving goals	Assertive		
	Unassertive		
	D	Uncooperative	Cooperative
		Coopera	

ASSERTIVENESS

(Attempting to satisfy the other person's needs or wants) Focus on other's needs and mutual relationship



Focus on other's needs and mutual relationship

Conflict Styles Defined

Compromising: both sides agreeing to make small or superficial concessions. Both parties make concession and bargaining to and reach a settlement to which both agree.

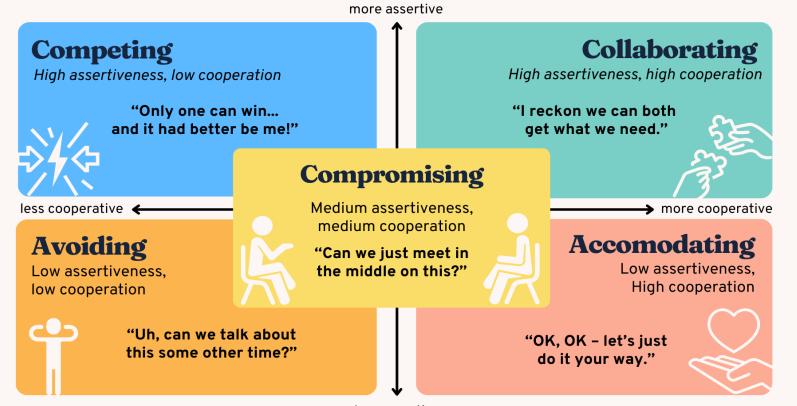
Accommodating: cooperation wherein one side agrees to other's wants. Usually occurs when the outcome of the situation is very important to one person but less so to the other.

Collaborating: meeting underlying needs of both parties. It allows assertiveness and cooperation in the search for a solution that meets the needs of all.

Competing: is used when outcome is more important than relationship, e.g., in emergencies. This also involves assertiveness but not cooperation.

Avoiding: can mean running away but evasion or delay can be appropriate and constructive. This approach can be useful in highly emotional situations where time is needed to gain perspective.

Thomas-Kilmann Conflict Model



Source: Kenneth Thomas and Ralph Kilmann, 1974

less assertive

Self-Reflection

What style do you default to or rely on the most? Where did you learn this style?

What are the pros and cons for you personally? Which style is hardest for you to work with and why?

• What judgements do you associate with this style?

Can you think of a conflict in which your style clashed with another? What is a situation you are in now that it might benefit you to try a different style?

How does your style shift when ...?

You are working with a supervisor on a project?

You are in conflict with a sibling?

You are in conflict with a distant family relative?

When what is on the line really matters?

With a significant other?

 When you are supervising another?

- With a child, dependent, or younger/less experienced person?
- With someone you don't know?

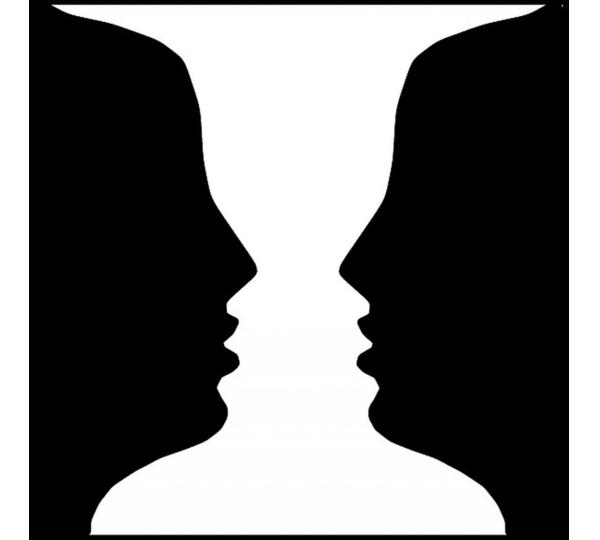
With a neighbor?

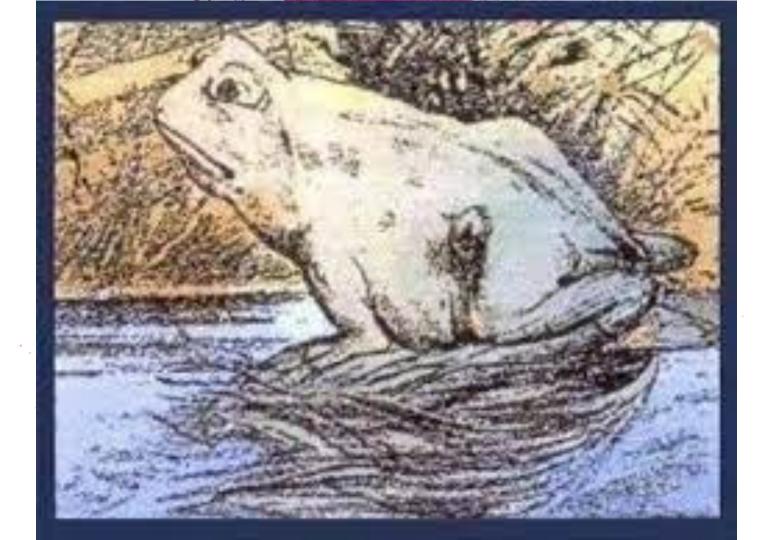
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What is one thing you are thinking about differently after analyzing your conflict style?

Exploring Perspectives in Conflict

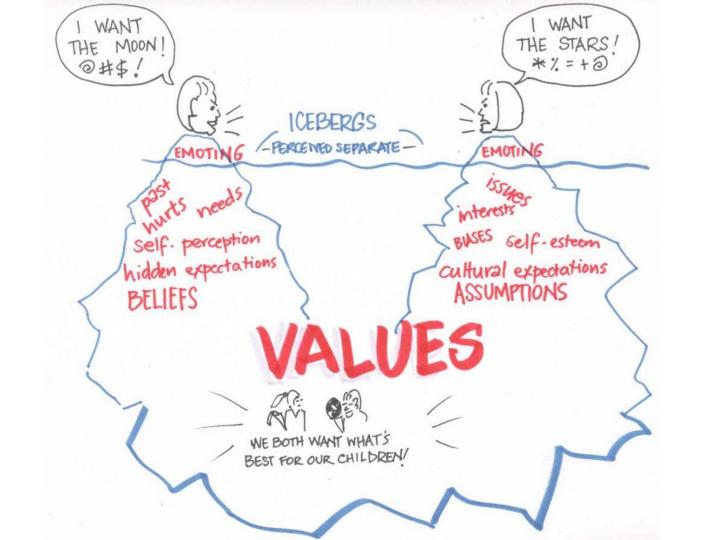


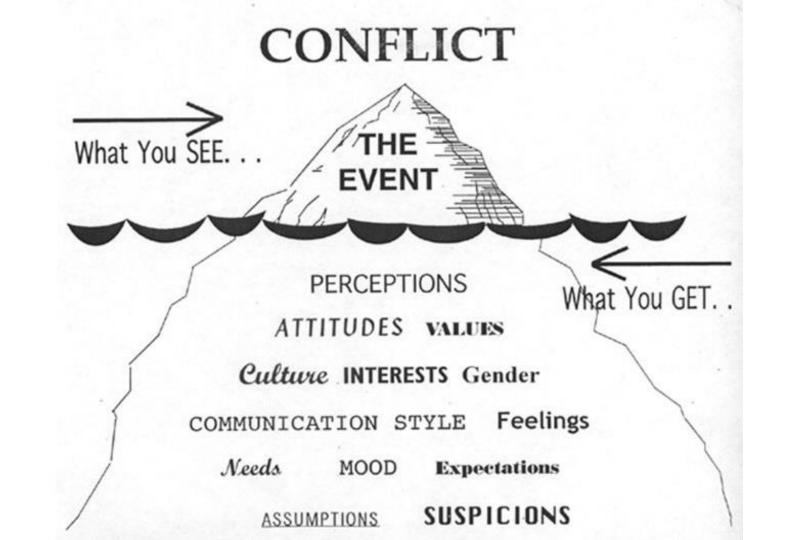


Icebergs: A Framework for Understanding Conflict Perspectives

Tip of the iceberg

Rest of the iceberg





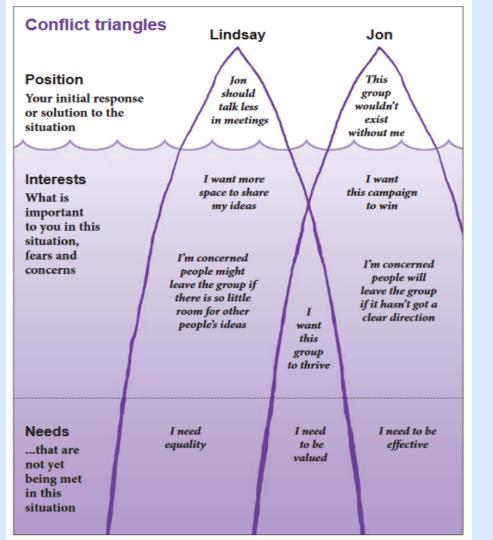
The Conflict Iceberg

Ask Questions to Go Even Deeper

COllabs^{HQ}



Example



<u>PIN model</u>

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Medical Expert Leader

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POSITION What we say we want. How we say what we want.

Surface

INTERESTS

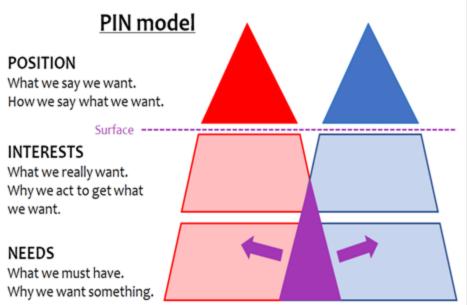
What we really want. Why we act to get what we want.

NEEDS

What we must have. Why we want something.

Self-Reflection

Think of a conflict you are currently in or have been a part of in the past. Use the triangle to identify the PIN of you and the other person.



Incredibles Argument

Practice Identifying Emotions & Needs in Others

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How to approach conflict differently...

Internally

Identify your own underlying interests and needs.

Identify your emotions.

Identify, explore, or ask about the needs the other person has.

Notice the emotions they are expressing.

Externally

Use I statements.

Ask open ended questions.

Listen without having the need to argue.

Listening does not mean you are agreeing.

Share your own perspectives.

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