

# FACING CONFLICT: THERE'S NO AVOIDING IT

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THANK YOU ALL FOR JOINING US TODAY FOR OUR PRESENTATION OF FACING CONFLICT: THERE'S NO AVOIDING IT. I'D LIKE TO INTRODUCE OUR PRESENTER, ROSE NEUGROSCHER. ROSE IS A LICENSED CLINICAL SOCIAL WORKER SERVING THE DEPARTMENT OF TRANSPORTATION AND FEDERAL COMMUNICATIONS COMMISSION AS AN EMPLOYEE ASSISTANCE CONSULTANT. ROSE PROVIDES COGNITIVE-BEHAVIORAL BASED COUNSELING, SOLUTION-FOCUSED THERAPY, CRISIS INTERVENTION, AND PSYCHOEDUCATION TO HER CLIENTS ON A WIDE VARIETY OF ISSUES. WE ARE EXCITED TO HAVE HER PRESENT TODAY. AND WITH THAT, I'LL TURN IT OVER TO ROSE TO BEGIN THE PRESENTATION.

THANK YOU. TODAY'S PRESENTATION IS FACING CONFLICT THERE'S NO AVOIDING IT. SO CONFLICT IS AN UNAVOIDABLE PART OF LIVING. RECOGNIZING OUR STYLES OF HANDLING CONFLICT AND LEARNING STRATEGIES TO MANAGE OUR REACTION TO THE CONFLICT CAN BE HELPFUL WHEN DEALING WITH CONFLICT IN BOTH PROFESSIONAL AND PERSONAL PROBLEMS. SO, TODAY'S OBJECTIVES WE ARE GOING TO IDENTIFY CONFLICT MANAGEMENT STYLES, EXAMINE METHODS AND AND IT LOOKS FOR COUPLES CONFLICTS. WE ARE GOING TO LOOK AT GUIDELINES FOR FAMILIES AND CHILDREN AND WORKING THROUGH CONFLICT AND DISCUSS WAYS TO MANAGE WAYS IN WORKPLACE CONFLICT. ACCORDING TO CHEMISTS KENNETH THOMAS ON HOW WE ADJUST CONFLICT WE ALL TEND TO USE ONE OF FIVE CONFLICT MANAGEMENT STYLES BASED ON OUR EXPERIENCE AS WELL AS OUR TEMPERAMENT AND ENVIRONMENT. FURTHERMORE MANY OF US ARE FAIRLY CONSISTENT WITH OUR STYLES. ALTHOUGH SOMETIMES HOW WE MANAGE CONFLICTS MAY VARY ACCORDING TO THE SITUATION. OVER THE NEXT TWO SLIDES WE ARE GOING TO DISCUSS EACH OF THE FIVE CONFLICT MANAGEMENT STYLES AND MORE DETAILS. AS WE DO, JUST THINK OF WHICH OF THE STYLES DESCRIBES THE WAY YOU DEAL WITH CONFLICT. SO, THE FIRST CONFLICT MANAGEMENT STYLE IS CALLED AVOIDING. AND A COMMON METHOD FOR DEALING WITH CONFLICT IS SIMPLY AVOIDING IT. THOSE WHO USE THIS MANAGEMENT STYLE DIDN'T ABOUT LET THEIR EMOTIONS, THEY TEND TO LOOK THE OTHER WAY OR LEAVE THE SITUATION. AND THEY TEND TO LACK THE SKILLS TO RESOLVE CONFLICT EFFECTIVELY. A DISADVANTAGE IS IT MAY NOT SOLVE THE PROBLEM IN THE LONG RUN. SO THE NEXT CONFLICT MANAGEMENT STYLE IS CALLED COMPETING. SO PEOPLE WHO USE THIS STYLE TO TO KNOW WHAT THEY WANT AND THEY TEND TO GO FROM A PLACE OF POWER OR EXPERTISE. IT CAN BE AN EFFECTIVE STOP IN AN EMERGENCY OR WHEN A DECISION NEEDS TO BE MADE QUICKLY. IT ALSO CAN RESULT IN PEOPLE FEELING UNSATISFIED OR RESENTFUL IF USED IN LESS URGENT SITUATIONS. SO THE NEXT STYLE IS CALLED ACCOMMODATING. PEOPLE WHO USE THE IN, DATING, DATING ACCOMMODATING STYLE SACRIFICES TO ACHIEVE A PEACEFUL RESOLUTION. AND IT CAN DELAY THE CONFLICT. THE CONFLICT WILL REAPPEAR LATER BECAUSE OF RESOLUTION THAT MEETS

BOTH PARTIES LEAVES HAS NOT BEEN ACHIEVED. THE NEXT CONFLICT MANAGEMENT STYLES COMPROMISING. THOSE WHO USE THIS STYLE TEND TO REACH AN AGREEMENT THROUGH NEGOTIATION. THEY PREFER SOLUTIONS THAT WORK FOR EVERYONE. AND EXPECTS EVERYONE TO GIVE UP SOMETHING. SO A COMPROMISE CAN BE A SUCCESSFUL AND POTENTIAL NECESSARY FORM OF RESOLUTION. AND IT IS ESPECIALLY USEFUL WHEN THE COST OF CONFLICT IS HIGHER THAN THE COST OF LOSING GROUND, OR WHEN IT IS CRUCIAL FOR A SENSE OF FAIRNESS. BECAUSE EACH PARTY GIVES UP SOMETHING IN ORDER TO MEET MIDWAY, THE SOLUTION CAN BE SO WATERED DOWN THAT IT IS AN EFFECTIVE. IT CAN ALSO BE CHALLENGING TO USE THE STYLE AS A DEADLINE IS LOOMING, AS IT CAN TAKE MORE TIME TO MAKE A DECISION. SO THE COLLABORATIVE CONFLICT MANAGEMENT STYLE IS THE MOST EFFECTIVE METHOD FOR REDUCING CONFLICT. IT INCORPORATES BOTH COOPERATION AND BEING ASSERTIVE. AND THIS IS THE WAY FOR INDIVIDUALS TO WORK TOGETHER TO SOLVE THE CONFLICT. AND SO, THOSE WHO USE THE STYLE TRY TO SATISFY EVERYONE'S NEEDS. RECOGNIZE ALL PARTIES ABILITIES, VALUES AND EXPERTISE. IN THE ACKNOWLEDGE THAT EVERYONE IS IMPORTANT. SO THIS STYLE, IT IS ESPECIALLY USEFUL WHEN THERE IS A NEED TO BRING TOGETHER MULTIPLE VIEWPOINTS TO GET A RESOLUTION. IS A HISTORY OF CONFLICT. OR WHEN THE SITUATION IS TOO IMPORTANT FOR A SIMPLE TRADE-OFF . BUT THE DISADVANTAGE IS THAT SOME DEGREE OF COMPROMISE AND ACCOMMODATION IS REQUIRED. AND SO THE STYLE CAN BE TIME-CONSUMING AND IT MAY NOT WORK IF THERE IS A BASIC SENSE OF TRUST OR GOODWILL IS ABSENT. SO BRING TO MIND FOR THE FIRST POLL I WANT YOU TO BRING TO MIND A CONFLICT YOU EXPERIENCED AT WORK. MAYBE YOU DISAGREED ABOUT THE DIRECTION OF A PRODUCT PROJECT. MAYBE THEY DID NOT COMPLETE THE WORK YOU EXPECTED THEM TO. MAYBE YOU WERE COVERING THE PHONES FOR SOMEONE WHO WENT TO LUNCH AND THEY CAME BACK LATE AND CAUSED YOU TO MISS A MEETING. WHATEVER IT WAS ABOUT HOW YOU HANDLED IT. I INVITE YOU TO ANSWER A POLL QUESTION ABOUT WHICH OF THE CONFLICT STYLES YOU USED. I WILL GIVE YOU SOME TIME TO ANSWER. IF YOU ARE NOT IMMEDIATELY SURE, CONSIDER THIS. DID YOU AVOID CONFRONTING THE ISSUE ALTOGETHER? DID IT FEEL MORE COMPETITIVE AS AN YOU TOLD YOUR COLLEAGUE WHAT TO DO. PERHAPS YOUR COLLEAGUE SEEM TO BE OVERWHELMED OR AGITATED THAT YOU ACCOMMODATED THEM. DID YOU JUST BACKDOWN OR DID YOU TALK ABOUT THE ISSUE AND DECIDE TO CALM COMPROMISE. OR WERE YOU ABLE TO HAVE A HONEST COLLABORATIVE CONVERSATION TO LET YOU BOTH FEELING CONFIDENT ABOUT NEXT STEPS. YOU GUYS WILL HAVE A MINUTE AND WE WILL BE QUIET.

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JUST ONE MOMENT AND I WILL SHOW THOSE RESULTS.

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OKAY IT LOOKS LIKE MOST PEOPLE, IT IS A TYPE TIE BETWEEN AVOIDING AND ACCOMMODATING. OKAY, SO WE ARE GOING TO GO ON TO THE NEXT POLL . SO, WHICH OF THE FIVE STYLES WOULD YOU SAY IS YOUR GO TO. HOW DO YOU HANDLE CONFLICT IN GENERAL?

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IT LOOKS LIKE WE HAVE A LOT OF RESPONSES COMING IN. YOU HAVE ABOUT 36 SECONDS LEFT SO PLEASE, IF YOU HAVE NOT RESPONDED YET, WE'D APPRECIATE IT IF YOU WOULD GO AHEAD AND DO THAT. OKAY, YOU HAVE ABOUT 11 SECONDS GOING LEFT AND I WILL GO AHEAD AND SHOW THE RESULTS.

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OKAY. SO, IT LOOKS LIKE THE HIGHEST ONE WAS ACCOMMODATING . INTERESTING. AND THEN FOLLOWED BY COMPROMISING. IT IS KIND OF A TIE BETWEEN COMPROMISING A COLLABORATIVE. OKAY, SO THESE ARE JUST SOME QUESTIONS TO THINK ABOUT. WAS YOUR SECOND RESPONSE THE SAME AS THE FIRST? IF SO, THIS MAY BE YOUR DEFAULT STYLE. OR WAS YOUR SECOND RESPONSE DIFFERENT? YOU MAY HANDLE SITUATIONS DIFFERENTLY. BUT AGAIN, DIFFERENTLY WE HAVE ONE OR TWO STYLES. KEEP IN MIND WHETHER THERE IS A DEEP FAULT DEFAULT STYLE YOU TEND TO USE OR WHETHER IT CHANGES DEPENDING ON THE SITUATION. NOW WE ARE GOING TO DISCUSS CONFLICT IN COUPLES. DR. GOTTMAN HAS DONE EXTENSIVE RESEARCH ON DIVORCE ADDICTION AND MARITAL STABILITY. PSYCHOLOGICAL RESEARCHER AND CLINICIAN JOHN GOTTMAN HAS CONDUCTED 40 YEARS OF RESEARCH WITH COUPLES. AND IN COLLABORATION WITH HIS WIFE, CREATED THE GOTTMAN METHOD. THIS METHOD IS AN APPROACH TO COUPLES THERAPY WHEREBY THE CLINICIAN EXPLORES COMMUNICATION STYLES AND INCORPORATES RESEARCH-BASED INTERVENTIONS. USE THE METAPHOR OF THE FOUR HORSEMEN TO DESCRIBE FOR COMMUNICATION STYLES THAT COULD PREDICT THE ENDING OF A RELATIONSHIP. BY EXAMINING WHETHER THERE WERE PATTERNS OF BEHAVIOR THAT COULD DIFFERENTIATE BETWEEN HAPPY AND UNHAPPY COUPLES, AND MATHEMATICAL ANALYSIS COULD BE MADE TO PREDICT DIVORCE. DR. GOTTMAN AND PSYCHOLOGIST ROBERT LEVINSON DISCOVERED THAT THE WAY COUPLES INTERACTED -- THEY ALSO DISCOVERED THE MAJORITY OF RELATIONSHIP PROBLEMS DO NOT GET RESOLVED THAT ARE LONG-STANDING ISSUES DUE TO PERSONALITY DIFFERENCES BETWEEN PARTNERS. NEXT WE WILL REVIEW EACH OF THE COMMUNICATION STYLES TO HELP YOU IDENTIFY THE FOUR HORSEMEN IN YOUR CONVERSATIONS ON CONFLICT. AWARENESS OF THEM IS AN IMPORTANT FIRST STEP IN ORDER TO REPLACE THEM WITH MORE CONSTRUCTIVE COMMUNICATION PATTERNS. I WILL SHARE MORE INFORMATION ABOUT WHERE TO FIND THE RESEARCH BEHIND DR. GOTTMAN BEHIND AFTER TODAY'S PRESENTATION. SO THE FIRST HORSEMAN'S CRITICISM. CRITICIZING A PARTNER IS DIFFERENT THAN OFFERING A CRITIQUE OR VOICING A COMPLAINT. OFFERING A CRITIQUE OR COMPLAINT ABOUT SPECIFIC CONCERNS. THE FORMER IS AN ATTACK ON YOUR PARTNER'S CORE PERSONALITY. SO YOU ARE DISABLING THEIR WHOLE BEING WHEN YOU CRITICIZE. AN EXAMPLE OF A CRITICAL STATEMENT MIGHT BE YOU NEVER THINK ABOUT HOW YOUR BEHAVIOR IS AFFECTING OTHER PEOPLE. I DO NOT BELIEVE YOU ARE THAT FORGETFUL, YOU ARE JUST SELFISH. YOU NEVER THINK OF OTHERS, YOU NEVER THINK OF ME. THE ANTIDOTE IS WHAT IS CALLED A GENTLE STARTUP. IT IS A WAY OF COMPLAINING WITHOUT BLAMING. HERE, WE WOULD USE I STATEMENTS. INSTEAD YOU WOULD SAY I FEEL THIS OR I NEED. FOR EXAMPLE I NEED YOU TO LISTEN MORE WHEN I EXPLAINED THE KIDS SCHEDULE. ANOTHER EXAMPLE, I WAS SCARED WHEN YOU WERE RUNNING LATE AND DID NOT CALL ME. I THOUGHT WE AGREED WE WOULD DO THAT FOR EACH OTHER. SO THE NEXT HORSEMAN IS CALLED CONTEMPT. WHEN WE HAVE CONTEMPT WE ARE MEAN AND DISRESPECTFUL. EXAMPLES INCLUDE SARCASM, INSULTS, HOSTILE HUMOR, MACQUARIE, NAME-CALLING IN CERTAIN BODY LANGUAGE LIKE EYE ROLLING. CONTEMPT IS BEING DIFFERENT THAN BEING CRITICAL. WE ARE CRITICAL WE ATTACKED THE PERSON'S CHARACTER. CONTEMPT TAKES THE POSITION OF MORAL SUPERIORITY OVER OUR PARTNER IN AN ATTEMPT TO MAKE THE OTHER PERSON FEEL DESPISED OR WORTHLESS. IT LOOKS LIKE I AM BETTER THAN YOU. AN EXAMPLE MIGHT BE YOU FORGOT TO LOAD THE DISHWASHER AGAIN. YOU ARE SO LAZY. AND YOU ROLL YOUR EYES. CONTEMPT

RESULTS FROM ONGOING CYNICAL THOUGHTS ABOUT YOUR PARTNER. WHICH COME TO FORRESTER WHEN THE OFFENDER ATTACKS THE ACCUSED HIM A POSITION OF RELATIVE SUPERIORITY. RESEARCH SHOWS THAT COUPLES WHO ARE CONTEMPTUOUS OF EACH OTHER ARE MORE LIKELY TO SUFFER FROM INFECTIOUS ILLNESSES LIKE COLDS AND OTHERS AS A RESULT OF A LOWER IMMUNE SYSTEM. MOST IMPORTANTLY, CONTEMPT HAS BEEN SHOWN TO BE THE SINGLE GREATEST PREDICTOR OF DIVORCE. THE ANTIDOTE IS TO BUILD A CULTURE OF APPRECIATION AND RESPECT. ACKNOWLEDGING POSITIVE QUALITIES. THE MORE POSITIVE YOU FEEL, THE LESS LIKELY YOU WILL FEEL CONTEMPT. SO I WANT YOU TO REMEMBER THE 5 TO 1 MAGIC RATIO. FIVE POSITIVE INTERACTIONS FOR EVERY NEGATIVE ONE. ACCORDING TO GOTTMAN, BOTH 5 TO 1 MAGIC RATIO MEANS FOR EVERY NEGATIVE ENGAGEMENT IN CONFLICT, HAPPY MARRIAGE HAS FIVE POSITIVE ONES. FIVE OR MORE POSITIVE INTERACTIONS FOR EVERY NEGATIVE ONE IS THE WAY TO MAKE REGULAR DEPOSITS INTO WHAT IS CALLED AN EMOTIONAL BANK ACCOUNT. UNDERSTAND YOU HAVE BEEN BUSY LATELY, BUT COULD YOU PLEASE REMEMBER TO LOAD THE DISHWASHER WHEN I WORKED LATE. I APPRECIATE IT. THAT WOULD BE AN EXAMPLE. LOOK LIKE YOU ARE EXPRESSING UNDERSTANDING FROM ONSET. YOU'RE BEGINNING WITH THE RESPECTFUL REQUESTING YOUR ENDING WITH A STATEMENT OF APPRECIATION. THE ANTIDOTE SHOWS RESPECT FOR YOUR PARTNER. AND IS ACKNOWLEDGING POSITIVE TRAITS. THE NEXT IS DEFENSIVENESS. WHEN WE FEEL UNJUSTLY ACCUSED WE SEARCH FOR EXCUSES TO PROVE OUR INNOCENCE. SO OUR PARTNER WILL BACK OFF. MEANING WE MAKE OURSELVES A VICTIM TO WARD OFF A PERCEIVED ATTACK. THE STRATEGY IS ALMOST NEVER EFFECTIVE AND OUR EXCUSES JUST TELL OUR PARTNER THAT WE DON'T TAKE THEM SERIOUSLY AND WE WILL NOT TAKE RESPONSIBILITY FOR OUR MISTAKES. AN EXAMPLE MIGHT BE DID YOU CALL BETTY AND RALPH TO LET THEM KNOW WE ARE NOT COMING TONIGHT AS YOU PROMISED THIS MORNING. SOMEONE WHO IS DEFENSIVE SAYS I WAS TOO BUSY. AS A MATTER OF FACT YOU KNOW HOW BUSY MY SCHEDULE WAS. WHY DID YOU NOT JUST DO IT? THE PARTNER IS REVERSING BLAME TO MAKE IT THE OTHER PERSON'S FAULT. SO INSTEAD, WE ENCOURAGE YOU TO TAKE A NONDEFENSIVE APPROACH TO OFFER EXCHANGES OF RESPONSIBILITY, ADMITTING IT IS YOUR FAULT OR CURRENTLY YOUR FILE. AN UNDERSTANDING OF YOUR PARTNER'S PERSPECTIVE. IF YOU FEEL ATTACKED IT IS UNDERSTANDABLE TO DEFEND YOURSELF. JUST KNOW IT WON'T HAVE -- DEFENSIVENESS WAS AND CONFLICT ESCALATION UNLESS THE CRITICAL SPOUSE ACQUIESCES OR APOLOGIZES. THIS IS BECAUSE DEFENSIVENESS IS REALLY A WAY OF BLAMING YOUR PARTNER. IT IS NOT A WAY TO RESOLVE CONFLICT CONSTRUCTIVELY. THE ANTIDOTE IS TO TAKE RESPONSIBILITY FOR AT LEAST PART OF THE CONFLICT. AN EXAMPLE, IT'S NOT MY FAULT, YOU ALWAYS GET DRESSED AT THE LAST SECOND. AN EXAMPLE MIGHT BE I DON'T LIKE BEING LATE YOU ARE RIGHT. WE DON'T ALWAYS HAVE TO LEAVE SO EARLY, I CAN BE A LITTLE MORE FLEXIBLE. OF COURSE IT COULD BE HARD TO TAKE RESPONSIBILITY WITH OUR PARTNERS. WE ALWAYS WANT TO BE RIGHT. THE BUILDING RELATIONSHIP MEANS ADMITTING WHERE WE ARE WRONG. SO THE LAST HORSEMAN IS CALLED STONEMAN. TYPICALLY DUE TO CONTENT, STONEMAN HAPPENS WHEN THEY WITHDRAW FROM ENGAGEMENT. THEY CEASE RESPONDING AND SHUT DOWN AND CONVEY DISAPPROVAL. FOR EXAMPLE SAYING FORGET IT AND WALKING AWAY. INSTEAD OF APPROACHING DEPARTMENT TO ADDRESS THE ISSUES, STONEMAN TURN AWAY OR INTENTIONALLY BECOME DISTRACTED BY OTHER THINGS. SO THIS TENDS TO OCCUR OVER TIME AFTER THE FIRST THREE HORSEMEN BECOME TOO OVERWHELMING FOR THE PERSON TO

HANDLE. AND IT IS REALLY HARD TO STOP. SO STONEWALLING IS DUE TO FEELING FLOODED. AND WHEN WE STONEWALL WE MIGHT NOT BE IN A STATE WHERE WE CAN DISCUSS THING WITH REASON. FOR EXAMPLE, WHILE THE PERSON MAY WALK AWAY, INSIDE THEY MIGHT BE RIGHTEOUSLY INDIGNANT. I DON'T HAVE TO TAKE THIS ANYMORE. THEY MAY THINK OF THEMSELVES AS A VICTIM. WHY AM I ALWAYS BEING PICKED ON. THE ANTIDOTE IS PHYSIOLOGICAL SELF SOOTHING. OUR HEART RATE INCREASES, WE FEEL AGITATED, ANGRY, DEFIANT MAY BE HELPLESS. AND IN THOSE MOMENTS, SELF SOOTHING IS THE FIRST STEP. SO IN ONE LONGITUDINAL STUDY CONDUCTED BY DR. GOTTMAN, COUPLES WERE INTERRUPTED AFTER 15 MINUTES OF AN ARGUMENT. THEY WERE ASKED TO STOP TALKING ABOUT THE ISSUE AND READ MAGAZINES FOR 30 MINUTES. FOLLOWING THE EXERCISE, THE COUPLES HEART RATE HAD DECREASED. THEY STARTED TALKING AGAIN, THE INTERACTION IMPROVED. BECAUSE ONCE THEY GOT, THEY COULD RETURN TO THE DISCUSSION IN A MORE RESPECTFUL WAY. AN EXAMPLE OF THE PSYCHOLOGICAL SELF SOOTHING WOULD BE TO TAKE BREAKS. BREAKS SHOULD BE AT LEAST 20 MINUTES TO ALLOW THE BODY TIME TO CALM DOWN. OTHER ACTIVITIES MIGHT INCLUDE READING, LISTENING TO MUSIC, EXERCISING OR JUST SITTING IN TAKING SOME BREATHS. AFTER ENGAGING IN THESE ACTIVITIES, THE IMPACTED PARTNER CAN RETURN TO RESOLVING THE CONFLICT IN A CALMER MANNER. WHAT THE CONVERSATION, ONCE IT BEGINS, MAKING USE OF I STATEMENTS. SO, FOR THIS POLL, I WANT YOU TO THINK ABOUT YOUR RELATIONSHIP WITH A SIGNIFICANT OTHER OR CLOSE FRIEND AND HOW THE TWO OF YOU INTERACT WHEN YOU'RE IN CONFLICT. AND THEN ANSWER THIS POLL QUESTION. CONSIDER YOUR DEFAULT RESPONSE TO THIS PERSON, DO YOU TEND TO CRITICIZE, SHOW CONTEMPT, GET DEFENSIVE OR STONEWALL. AS A REMINDER, INDIVIDUAL RESPONSES ARE ANONYMOUS. ONLY THE OVERALL RESPONSES COULD BE SEEN BY THE VIEWERS.

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PLEASE ENTER YOUR RESPONSES. YOU HAVE ABOUT 43 SECONDS LEFT. THE RESULTS ARE UP NOW.

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IT LOOKS LIKE MOST PEOPLE RESPOND WITH DEFENSIVENESS. I LIKE THE HONESTY. I THINK DEFENSIVENESS IS KIND OF WHAT MOST OF US TEND TO DO PARTICULARLY WITH OUR PARTNERS. OKAY, SO I HAVE OFFERED A LOT OF INFORMATION ON STYLES OF INTERACTION THAT SHOW UP IN RELATIONSHIP CONFLICTS. MEMBER THE FOUR HORSEMEN TEND TO BE PATTERNS THAT COUPLES GET STUCK IN OVER A PERIOD OF TIME. THIS IS A LOT OF INFORMATION TO TAKE IN SO I WANT TO STEP BACK A BIT AND DISCUSS CONFLICT IN GENERAL AND COUPLES AND FAMILIES. AS WE GO THROUGH THIS, KEEP IN MIND YOUR PREFERENCE THAT WE DISCUSSED AT THE BEGINNING OF THE PRESENTATION. AVOIDING, COMPETING, ACCOMMODATING, COMPROMISING AND COLLABORATING. AS YOU THINK ABOUT YOUR PREFERENCE, CONSIDER THE FAMILY YOU CAME FROM. DO YOU THINK YOU HANDLED CONFLICT THE WAY YOUR PARENTS DO? YOU MIGHT BE QUICK TO SAY NO BUT RESEARCH INDICATES THE WAY WE HANDLE CONFLICT IS PASSED ON GENERATIONALLY. WHEN WE SEE HOW PAIRS TREAT EACH OTHER, HOW WE TREAT THE PARENTS OR SIBLINGS AND FRIENDS, WE LEARN BY EXAMPLE. WHAT WE WITNESS AND EXPERIENCE TENDS TO GET INTEGRATED INTO OUR OWN APPROACH. AS CHILDREN, WE MAY EXPERIENCE DIFFERENT CONFLICT RESOLUTION STYLES THAT WE NOTICE IN OUR FAMILIES. IT IS NOT A CONSCIOUS PROCESS. AS A KID WE DO NOT AUTOMATICALLY THINK I AM GOING TO AVOID MY BEST FRIEND BECAUSE I AM MAD AT HIM.

INSTEAD WE MIGHT GET ANGRY AND WALK AWAY TO AVOID ANY CONFLICT. THE SAME TOKEN, IF WE SEE OUR PARENTS ARGUING WE MAY BE MORE COMFORTABLE SPEAKING UP TO OUR FRIENDS. AND OF COURSE WE ALSO MAY HAVE LEARNED THAT ARGUING LEADS TO PHYSICAL ALTERCATION. SO WE MAY AUTOMATICALLY CHOOSE TO AVOID ARGUING FOR THAT REASON. THE CONFLICT STRATEGIES THAT HAVE MADE US FEEL MORE'S MOST COMFORTABLE GET REINFORCED THROUGH OUR PEERS AND ROMANTIC PARTNERS REGARDLESS IF THEY ARE THE MOST EFFECTIVE STRATEGIES. SO, WE ARE GOING TO DO SOME GENERAL GUIDELINES FOR COMMUNICATING BETWEEN SPOUSES AND PARTNERS. AND THEN WE WILL GET INTO SPECIFIC STRATEGIES THAT COUPLES THERAPIST USE WHEN WORKING WITH COUPLES. WHEN YOU RECOGNIZE THESE SUGGESTIONS THAT WE TALKED ABOUT EARLIER WITH THE CONFLICT STYLES IN THE FOUR HORSEMEN. SMALL CONFLICTS CAN ESCALATE INTO LARGE ONES. UNLESS YOU LEARN HOW TO FIGHT FAIRLY AND HANDLE, LET'S PEACEFULLY. HERE ARE TIPS TO HANDLE YOUR NEXT CONFLICT RESPECTFULLY. LISTEN CAREFULLY AND CLARIFY DIFFERENCES. FOR EXAMPLE YOU MIGHT SAY, WHAT I THINK YOU ARE SAYING IS XY AND Z. UNDERSTANDING THAT CORRECTLY? ANOTHER WAY TO LOOK AT THAT IS MIRRORING. YOU ARE TRYING TO MIRROR WHAT THEY SAY. FRAME THE PROBLEM SO YOU AND YOUR PARTNER ARE FAMILY AS OPPOSED TO YOU VERSUS YOUR FAMILY. TRY TO RESOLVE THINGS IMMEDIATELY RATHER THAN LET THEM COME TO A HEAD. AND TAKE A TIMEOUT IF THE FIGHT IS TOO INTENSE. AND YOU CAN PLAN IT WHEN EVERYBODY IS CALMER. IN TERMS OF STYLES, BE MINDFUL OF NOT TRYING TO COMPETE. THIS INDICATES HIGH EMPHASIS ON ONE'S GOALS AND LOW EMPHASIS ON RELATIONSHIPS. FOR EXAMPLE WHEN ONE PARENT GIVES EXTRA MONEY TO THEIR TEENAGER, EVEN THOUGH THE CONFLICT, THE COUPLE HAS DECIDED TO KEEP THE ADOLESCENT FIXED ALLOWANCE, IT UNDERCUTS THE RELATIONSHIP. OCCASIONALLY ACCOMMODATING ONE'S PARTNER CAN BE EFFECTIVE IN MAINTAINING A RELATIONSHIP YOU FOR EXAMPLE PUTTING THE OTHER PERSON'S NEEDS BEFORE YOUR OWN TO ACCOMPLISH RELATIONSHIP GOALS. ON THE COAST OF THE EXAMPLE ABOUT ONE. GIVING A TEENAGER MONEY THEN IT LOOKS LIKE IT'S OKAY TO GIVE HER MONEY THIS TIME, SHE GAVE ME MONEY FOR GAS. ALL STYLES WE DISCUSSED EARLIER MAY BE APPROPRIATE IN THE RIGHT CONTEXT. AND IT DOES INCLUDE COMPETING AND AVOIDING. FOR EXAMPLE IF THE DECISION NEEDS TO BE MADE IMMEDIATELY, AND A PARTNER KNOWS TYPICALLY WHAT THEY WANT, THEY MAY RESORT TO MAKING THE DECISION QUICKLY TO SOLVE THE PROBLEM EVEN IF IT DOESN'T BENEFIT BOTH PARTIES. OR USE MULTIPLE PARTIES GOING ON THEN AVOIDING THE CONFLICT INTO YOU HAVE THE BANDWIDTH TO DISCUSS IT MAY BE THAT THIS COURSE OF ACTION. IN ANY CASE, IT WILL BE ILL ADVISED TO YELL OR SHUT DOWN OR CONTINUALLY PUT OTHERS OR OUR OWN NEEDS FIRST TO THE POINT THAT WE COMPROMISE OUR RELATIONSHIPS, OUR JOBS, OUR HEALTH AND WELL-BEING. AND WE SHOULD NEVER RESULT TO PHYSICAL INTIMIDATION. IT IS IMPORTANT TO BE FLEXIBLE WITH THE USE OF THE CONFLICT MANAGEMENT STYLES. OF COURSE, NOT USING KIDS AS AN EXCUSE TO NOT RESOLVE ISSUES. COUPLES SOMETIME USE THEIR CHILDREN TO PAD THEIR DAILY RESPONSIBILITIES AS AN EXCUSE TO RESOLVE PROBLEMS. WE ARE TOO BUSY DEALING WITH THE KIDS THAT WE DON'T HAVE TIME TO DEAL WITH THE ISSUE. THIS IS NOT A SOLUTION. FINDING WAYS TO STRENGTHEN AND BE UNIFIED AS A TEAM, SETTING ASIDE TIME TO REGULARLY COMMUNICATE ON IMPORTANT MATTERS. IF YOU MAKE A LIST OF WHAT THOSE MATTERS ARE ADDRESSED THEM. FINDING WAYS TO NURTURE THE RELATIONSHIP SO MAYBE SCHEDULING A DATE NIGHT. EITHER GOING OUT OR STAYING IN TO MAKE SURE YOU HAVE SOME TIME FOR

EACH OTHER. SO, IN GENERAL, DEPENDING ON AGE, CHILDREN ARE LESS ABLE TO CONTROL THEIR EMOTIONS. SOME STRATEGIES ARE INTERVENING AND ARTICULATING THE BEHAVIOR YOU OBSERVED. IT LOOKS LIKE YOU WERE ANGRY WITH SAM BECAUSE HE TAKE YOUR GAME. DID YOU FEEL SAD? THAT MIGHT BE SOMETHING YOU CAN SAY. EXPLAINING THAT IT IS OKAY TO BE ANGRY. THAT THEY CAN'T HIT BECAUSE THAT HURTS SOMEONE ELSE. COMPLEMENT CHILDREN WHEN THEY ARE HELPFUL. AND PROPOSE CONSEQUENCES AS KIDS DEVELOP. LIKE LOSS OF PRIVILEGES. AND IT IS IMPORTANT TO NOTE THAT THE STRATEGIES MAY BE INEFFECTIVE IF THE PARENT OR CHILD IN A REACTIVE OR EMOTIONAL STATE. SO IN THAT CASE IT IS RECOMMENDED TO REVISIT THE CONFLICT AFTER BOTH PARTIES HAVE CALMED DOWN. MY INCLUDE A PERMANENT BREAK. ALTHOUGH THIS MAY DEPEND ON THE AGE OF THE CHILD. TEACHING KIDS THE STRATEGIES INCLUDING TAKING CALMING BREATH OR HAVING TIME ALONE MEANS TEACHING THEM EMOTIONAL REGULATION ON HOW TO HANDLE THOSE STRONG FEELINGS AND REACTIONS. WHICH WILL HELP SET THEM UP FOR SUCCESS IN THE LONG TERM. AND SO, AS THE ADULT YOUR CHILDREN SEE YOU AS A MODEL FOR HOW THEY SHOULD BEHAVE . SO, IF YOU SHOUT OR FIGHT OR HIT, THEY WILL LEARN THAT THIS IS THE WAY TO GET YOUR POINT ACROSS. IT IS IMPORTANT TO BEHAVE REACTIVELY TO SHOW THEM CONFLICT IS INEVITABLE BUT CAN BE MANAGED PRODUCTIVELY. WITH CHILDREN IT IS IMPORTANT TO TEACH THEM HOW TO MANAGE THEIR OWN FRUSTRATION. AS A CHILD STRUGGLED TO COPE WITH FRUSTRATION. IT IS IMPORTANT TO TEACH A CHILD TO PROBLEM SOLVE AND HOW TO VERBALIZE THEIR FEELINGS AND YOU STRATEGIES THAT ARE AGE-APPROPRIATE. SO CHILDREN'S BRAINS ARE NOT DEVELOPED LIKE ADULTS TRAINS SO IT IS IMPORTANT TO WORK WITH THEM ON A LEVEL THAT THEY WILL UNDERSTAND. FOR EXAMPLE, TALKING ABOUT FEELINGS. DEPENDING ON THE CHILD'S AGE, THEY MAY NOT HAVE THE LANGUAGE OF EMOTIONS. SO INSTEAD, SUGGEST ASKING YOUR CHILD IF THEY FEEL RED. IN KEEPING -- IN THIS REGARD YOU ARE TEACHING YOUR CHILD TO IDENTIFY BODILY SENSATIONS ASSOCIATED WITH FRUSTRATION OR ANGER AND WHAT TO DO ABOUT IT ANOTHER SUGGESTION IS TEACHING I STATEMENTS. THIS TEACHES THEM TO BEGIN TALKING ABOUT THEIR FEELINGS. THE SUGGESTION OF HIS PRACTICE BRAINSTORM SOLUTIONS. WHEN YOUR CHILD GETS INTO A DISPUTE WITH THE CHILD, SUGGEST THEY PUT THEMSELVES IN ANOTHER PERSON'S SHOES AND RETELL THE STORY FROM THEIR PERSPECTIVE. AGAIN, THEY MAY NEED A BREAK BEFORE THEY CAN THINK ABOUT THIS CLEARLY. ASK YOUR CHILD TO LOOK FOR COMMON GROUND. AND IS THERE A SOLUTION THAT MAY WORK FOR BOTH PEOPLE. ADOLESCENCE IS A TIME FOR CHANGE. THE TIME IN WHICH A TEENAGER IS DEVELOPING THEIR OWN VIEWPOINTS AND INDEPENDENCE. IT IS ALSO THE RIGHT MOMENT FOR PARENTS AND TEENS CONFLICT. IT IS IMPORTANT TO SHOW UNCONDITIONAL LOVE AND SUPPORT RATHER THAN CRITICISM DURING THIS TIME. SOME SPECIFIC COMMUNICATION STRATEGIES INCLUDE GIVING TEENAGERS THE RIGHTS AND MORE FREEDOMS WHEN THEY BEHAVE RESPONSIBLY. ESTABLISHING REASONABLE HOUSE RULES TOGETHER. IDENTIFYING PRIORITY ISSUES LIKE SAFETY. AND STOPPING TO CONSIDER THE REQUEST BEFORE SAYING NO. IF YOU DO SAY NO, TELL THEM WHY. MAYBE BECAUSE IT IS A SCHOOL NIGHT AS OPPOSED TO SAYING BECAUSE I SAID SO. HELPING THEM TAKE CARE OF THEMSELVES AND BE RESPONSIBLE. AND HAVING OPEN CONVERSATIONS. ASKING THEM IF THEY HAVE CONCERNS ABOUT SAFE SEX. APOLOGIZE WHEN YOU ARE WRONG. AND MODEL YOURSELF FROM THE BEGINNING, THAT WILL HELP. EXPLORED CONFLICT BETWEEN A PARENT AND A TEENAGER COULD CERTAINLY BE DISCUSSED IN DEPTH. SO I HAVE ADDED SOME

RESOURCES TO THE HANDOUT WHICH YOU WILL BE RECEIVING AFTER THE PRESENTATION. ENCOURAGING GOOD CONFLICT MANAGEMENT SKILLS THROUGHOUT THEIR CHILDHOOD. WHEN YOUR CHILD IS A DISAGREEMENT OR BEGINS TO ARGUE WITH A SIBLING OR ANOTHER CHILD, HELP THEM BUILD GOOD CONFLICT MANAGEMENT SKILLS REPRESENTING POSITIVE AND CONSTRUCTIVE WAYS TO RESOLVE THE ISSUE. CHILDREN CAN LEARN THESE SKILLS THROUGH COMMUNICATION, HELPING KIDS PRACTICE EFFECTIVE WAYS TO ASK WHAT THEY WANT. SO IF YOUR CHILD IS UPSET BECAUSE THEIR FRIEND TOOK A TOY WITHOUT ASKING, YOU MIGHT SUGGEST THEY SAY I WOULD LIKE YOU TO ASK BEFORE YOU USE MY THINGS. ANOTHER ONE IS COOPERATION. ASKED THAT THE SOLVE THE CONFLICT TOGETHER AND HELP THEM BY MOLLY IN NEUTRAL TONE AND PRACTICING EMPATHY BY POINTING OUT EVERYONE'S PERSPECTIVE AND INTEREST IN THE SITUATION. ADDITIONALLY WHEN POSSIBLE, LET THEM HANDLE THE CONFLICT WITHOUT STEPPING IN. EVEN WHEN THERE IS DISAGREEMENT. THE TIME TO STEP IN IS WHEN IT IS ESCALATING TO THE POINT OF BEING OUT OF CONTROL. OR IT IS BECOMING A SAFETY RISK. ANOTHER WAY IS EMPATHY. SHOW KIDS, INCLUDING TEENAGERS, WHAT IT IS TO LISTEN. AND HELP THEM UNDERSTAND THE IMPORTANCE OF LISTENING. ENSURE YOU UNDERSTAND THEM AND YOU CAN ALSO HELP THEM STOP AND LISTEN TO THE OTHER PERSON. HOW WOULD IT MAKE YOU FEEL IF THEY DID OR SAID THAT TO YOU? SOMETIMES THE ISSUE IS TOO MUCH FOR KIDS TO RESOLVE ON THEIR OWN. ADULT MAY NEED TO INTERVENE. IF SO, WHAT THIS SOLUTION IS A POSSIBLE YOU CAN HELP THE CHILDREN AND TEENAGERS THINK THE ALTERNATIVES. WHEN FAMILIES ARE ABLE TO OPENLY ADDRESS CONFLICT, EVEN WHILE ACKNOWLEDGING CONFLICT IS DIFFICULT TO HANDLE, CHILDREN WILL GROW UP LEARNING THAT CONFLICT IS PART OF LIFE. WHEN PARENTS OF ADULT MODEL GOOD MANAGEMENT SKILLS AND COACH KIDS ON HOW TO DO THAT THEMSELVES, THE BETTER OFF THEY ARE IN THEIR RELATIONSHIPS. THE IDEA THAT CHILDREN NEED TO PLAY IN THE SANDBOX PERTAINS TO NOT ONLY CHILDREN PLAYING IN AN ACTUAL SANDBOX BUT COULD ALSO BE VIEWED FROM A WORKPLACE PERSPECTIVE. CHILDREN TURN INTO ADULTS AND SO THE WAYS THAT WE WERE TAUGHT TO MANAGE CONFLICT IS REFLECTIVE OF HOW WE AS ADULTS MANAGE CONFLICT IN THE WORKPLACE. JUST AS CONFLICT HAPPENS AT HOME, IT OCCURS AT WORK. SO IT COULD BE THE LITTLE THINGS THAT BOTHER YOU. IT COULD BE OVERLARGE ISSUES -- -- OR A SUPERVISOR ASSIGNING YOU MORE WORK IN YOUR PLATE IS FULL. SOMETIMES THE WORK CONFLICT WILL CAUSE US TO PUT OUR ARMOR UP QUICKLY AND BECOME EMOTIONALLY DEFENSIVE. ALONG THOSE SAME LINES ARE MINDSETS THAT COULD EITHER HINDER YOU OR HELP YOU NAVIGATE THE STRUGGLE THAT WORKS. WE ARE GOING TO EXAMINE THOSE THREE APPROACHES THAT SUGGEST THE BEST ONE. SO, WORKPLACE CONFLICT IS INEVITABLE. SOMETIMES DEFENSIVENESS GETS THE BEST OF US. AT TIMES WE HAVE NEGATIVE STORIES ABOUT AN ACTION OR CONTEXT, WHICH TENDS TO LEAD TO DEFENSIVENESS. SO, IN OTHER WORDS WE BEGIN TO TELL OURSELVES NARRATIVES ABOUT HOW THE PEER OR SUPERVISOR DOES NOT HAVE OUR BEST INTEREST AT HEART. THE BRAIN IS A POWERFUL ORGAN AND IT IS BUILT TO DEFEND THE STORY WE TELL OURSELVES. THE LESS WE TRUST THE PERSON THE HIGHER LEVEL OF EMOTIONAL DEFENSIVENESS. FOR EXAMPLE SAY YOU SUPERVISOR DID NOT APPROVE YOUR TIME OFF WHEN YOU REQUESTED IT AT THE LAST MINUTE. IT HAPPENS TO BE DURING THE TIME IN WHICH HER COLLEAGUES ALSO OUT OF THE OFFICE. OR THERE IS AN URGENT NEED THAT NEEDS TO BE COMPLETED. IN YOUR SUPERVISOR CANNOT AFFORD TO HAVE YOU TAKE LEAVE. SO LET'S DISCUSS THIS EXAMPLE IN THE CONTEXT OF EMOTIONAL DEFENSIVENESS. IN ORDER TO



RESOLVE CONFLICT, WE MUST WORK THROUGH THAT DEFENSIVENESS. AND IF WE DON'T, WE TEND TO BECOME REACT IF. PERCEIVE MOST ACTIONS AS NEGATIVE. WHICH AFFECTS OUR ABILITY TO MAKE SOUND DECISIONS ON THE JOB. SO THE FIRST THING IS TUNING INTO YOUR BODY LANGUAGE AND EMOTION. IMAGINE WALKING OUT OF THE DOCTOR'S OFFICE OR YOU GET OFF AT ZOOM CALL WITH THEM. AFTER THEY HAVE DENIED YOUR REQUEST. OUR BODIES MAY REACT BEFORE OUR BRAINS CAN TRANSLATE THE STORY. YOU MAY FEEL LIKE A GOOD PUNCH TO THE STOMACH OR IN UNSETTLED MISS. YOU MAY FEEL IT IN YOUR CHEST OR SHOULDERS. YOU MAY TENSE UP SUDDENLY AND FIND YOURSELF PUNCHING YOUR -- OR MAKING A FIST. SO ONCE YOU TRAIN YOURSELF TO OBSERVE THE SENSATIONS, YOU CAN BEGIN TO NOTICE HOW YOU ARE GOING INTO DEFENSE MODE. AND YOU CAN QUESTION WHAT YOUR BRAIN IS TELLING YOU. IS IT HELPFUL WHAT IS IT KEEPING YOU FROM BUILDING RELATIONSHIPS THAT WILL HELP YOU. THE NEXT ONE IS OBSERVING WHAT YOU ARE TELLING YOURSELF ABOUT THE SITUATION AND THE PEOPLE INVOLVED. NOTICE HOW YOUR THOUGHTS ARE CREATING A NARRATIVE. ACKNOWLEDGE THEY ARE SIMPLY STORIES. IT IS IMPORTANT TO REMEMBER THAT BEING REACTIVE IS HELPFUL IN LIFE AND DEATH SITUATIONS BUT MOST WORKPLACE CONFLICT IS NOT ABOUT PHYSICAL SURVIVAL AND EXAMPLE IS, PERHAPS YOU REACT IMMEDIATELY WITH ANGER. MAYBE YOU THINK I NEVER ASKED FOR LEAVE AT THE LAST MINUTE BUT THE ONE TIME I DO, HE GETS REJECTED. NOT FAIR. THE NEXT ONE IS ASSESSING WHICH FEAR IS GETTING TRIGGERED. EVALUATE HOW YOU ARE FEELING THREATENED. TYPICALLY EXPERIENCE A THREAT WILL WE ARE FEELING REJECTED OR CONTROLLED. WHEN YOU ARE DEFENSIVE FEARS OF BEING REJECTED OR CONTROL TO THE FRONT AS OPPOSED -- AGAIN IN THE EXAMPLE WHEN OUR SUPERVISOR REJECTS OUR REQUEST, WE MIGHT REJECTED I DO SUCH GOOD WORK AND MY SUPERVISOR SEES ME AS A VALUABLE EMPLOYEE, SO WHY IS SHE IGNORING MY NEEDS? YOU MIGHT CONTROL, MY SUPERVISOR IS ASSERTING AUTHORITY. HE'S NO DIFFERENT FROM THE REST OF LEADERSHIP. AND WHEN DEFENSIVENESS COMES FROM A FEAR OF BEING REJECTED, A PERSON MIGHT APPROACH IT LIKE A TURTLE AND HIDING THEIR SHALE. MIGHT AVOID TOUGH CONVERSATIONS. THEY KEEP US TO THEMSELVES EVEN WHILE THEY SIMMER WITH EMOTIONS. WHEN IT COMES FROM A FEAR OF BEING CONTROLLED, PERSON MIGHT APPROACH IT LIKE A TIGER IN LASH OUT AND FOCUS ON THE LACK OF RESPECT OR FINGER-POINTING OR SPEAK OUT TO OTHERS. SO THE NEXT ONE IS BEING MINDFUL OF APATHY. OUR DEFENSIVENESS OVER TIME MIGHT TAKE THE FORM OF APATHY AND DISENGAGE. THE LONGER WE REMAIN APATHETIC, OUR BRAINS TELL US THINGS ARE HOPELESS. IT IS HARD TO BE PRODUCTIVE WHEN WE ARE STUCK IN THAT CYCLE. WE MIGHT SAY THE CURE WILL. AND SO FEELING DEFENSIVE -- -- JUST AS WE HAVE TO BE AWARE OF WHAT CONFLICT STYLES WE USE, WE MUST DEVELOP AN AWARENESS OF HOW OUR DEFENSIVENESS MIGHT WORK AGAINST OUR BEST INTEREST. ANOTHER WAY TO LOOK AT THIS IS TO CONSIDER THE FOLLOWING THREE MINDSETS. ASSESSING WHICH MINDSET WE ARE IN. AND THEN USING OUR STRATEGIES TO PULL US OUT AND HELP US BETTER RESOLVE CONFLICT. IN ESSENCE, THE FIRST TWO MINDSETS ARE RELATED TO EMOTIONAL DEFENSIVENESS. SO THE FIRST IS CALLED THE SAFETY MINDSET. SO WHEN JOB SECURITIES FEELS THREATENED, WE GO INTO SURVIVAL MODE. WE PERCEIVE OURSELVES AS BEING UNDER THREAT. FOUR EXAMPLE HOW WE MAY SEE THE WORLD IF WE ARE DROWNING. EVERYTHING LOOKS LIKE A DANGEROUS SHARK EVEN IF THE LIFEGUARD IS TRYING TO HELP US. AND THIS WAY WE SHOW THE WORST VERSION OF OURSELVES. WE ARE TERRITORIAL, WE MIGHT RESPOND WITH ANGER. IN THE SCENARIO DISCUSSED ABOVE, DO YOU IMMEDIATELY

THINK YOU SUPERVISOR CANNOT BE TRUSTED? OR DO YOU CONSIDER THE TIME OFF POLICY FOR YOUR AGENCY? HOW DO WE MOVE OUT OF THE SAFETY MINDSET? WE PAY ATTENTION TO THE FEELINGS WITH ACHING ABOUT THE TERM OF REFERENCE. WHAT ARE YOUR GO TO BEHAVIORS. SITUATIONS -- AGAIN THAT IS SELF-AWARENESS. SO THE MORE YOU ARE AWARE, THE EASIER IT WILL BE TO MOVE INTO A RATIONAL APPROACH. AGAIN SELF-AWARENESS. THIS IS HARD TO DO WHAT WE FELT THREATENED. AND ANY BUSINESSES WE TEND TO RESPOND WITH OUR MOST REHEARSED APPROACH INSTEAD OF STEPPING BACK. AND SO, I WOULD ENCOURAGE YOU TO REHEARSE THE RESPONSES. ANOTHER WAY IS TO CHANGE THE NARRATIVE. IN OTHER WORDS WHAT YOU HAVE BEEN TELLING YOURSELF. IS IT ALLOWING YOU TO PRESENT YOUR BEST SELF. SO CREATING A STORY IT WOULD YOU TELL YOURSELF YOU WILL FIGURE IT OUT. AND BEING ABLE TO SHIP YOUR MINDSET INTO POSITIVE STORIES. THIS IS CALLED SELF SOOTHING. ANOTHER ONE IS SOLUTION FOCUSED RATHER THAN FOCUSING ON THE PROBLEM. REFERRING TO THE SCENARIO I DESCRIBED ABOVE WE STARTED THE SESSION, A SOLUTION FOCUSED APPROACH MIGHT LOOK LIKE EXAMINING ALTERNATIVE OR ENGAGING IN PROBLEM SOLVING. FOR EXAMPLE CAN YOU REQUEST LEAVE THE WEEK BEFORE OR AFTER? SO THE NEXT MINDSET IS, LOOKING GOOD MINDSET AND THAT IS WHEN WE PRESENT THE BEST VERSION OF OURSELVES AS LONG AS SOMEONE IS A THREAT AND HOW GOOD WE LOOK TO LEADERSHIP. FOR EXAMPLE IT MAY MAKE US FEEL INFERIOR. WHEN THESE THINGS HAPPEN WE MAY RESORT TO PASSIVE AGGRESSIVE BEHAVIOR LIKE SAYING SURE I WILL HELP YOU AND THEN NOT HELPING. WE MAY RESPOND SPITEFULLY OR TAKE CREDIT FOR WORK WE DIDN'T DO. AND WE MAY DISCOURAGE THE WORK OF OUR PERCEIVED COMPETITORS. EITHER WAY WE LOSE RESPECT. SO HOW DO WE MOVE OUT OF THAT MINDSET. THE FIRST STEP IS RECOGNIZING THE MINDSET. THE SAFETY MINDSET DOES NOT LOOK GOOD. LOOKING GOOD MINDSET IS GREAT WHEN IT'S WORKING. WHICH IS WHY PEOPLE DO EXTRA WORK OR BERATE OTHERS TO IMPRESS MANAGERS. THE WAY WE DO THIS IS TO STOP FACING SO MUCH EMPHASIS ON LOOKING GOOD. IT IS EXHAUSTING. AND AT THE END OF THE DAY, ALL THE LOOKING GOOD WORK USUALLY DOESN'T HAVE MUCH TO DO WITH OUR GOALS WHICH IS WHERE WAS SHE WE SHOULD BE ALLOCATING ENERGY. ANOTHER WAY TO LOOKING IS TO BE ABLE TO IDENTIFY -- IN OTHER WORDS, THE LADDER CLIMBER. TYPICALLY THESE PEOPLE IGNORE OR USE ANYONE WITHOUT POWER. WE TEND TO -- -- ANOTHER WAY TO MOVE OUT OF THIS MINDSET IS TO BE ABLE TO IDENTIFY THESE INDIVIDUALS AND HAVE COMPASSION FOR THOSE WHO ARE NOT SURE WHAT THE RESPONSES. THIS IS NOT ABOUT JUSTIFYING BEHAVIOR, IT IS ABOUT NOT ALLOWING YOURSELF TO GET TRIGGERED BY IT. IT IS A LOT EASIER TO BE HERSELF RATHER THAN PLAY A ROLE YOU THINK OTHERS WANT TO SEE. SO YOUR BEST SELF IS YOUR AUTHENTIC SELF. THAT IS ANOTHER WAY OF MOVING OUT OF THE MINDSET IS TO BE YOUR AUTHENTIC SELF. SO THE NEXT MINDSET IS CALLED THE STRATEGIC AND HELPFUL MINDSET. IN THIS REGARD, OUR MINDS ARE OPEN AND ABLE TO TAKE RISKS AND MAKE DECISIONS. INSTEAD OF TRYING TO TAKE CREDIT FOR TASK. WE CAN ORIENT INDIVIDUAL GOALS WITH OUR COLLEAGUES EVEN IF WE DON'T LIKE HER BEHAVIOR. AND YOU CAN TRAIN YOURSELF TO BE IN A STRATEGIC AND HELPFUL MINDSET. THE FIRST IS BEING THE THERMOSTAT NOT THE THERMOMETER. THE THERMOSTAT ASSESSES THE TEMPERATURE IN THE ENVIRONMENT. WHILE THE THERMOMETER PLUNGES INTO THE ACTION TO GET THE TEMPERATURE. YOU NEED TO HAVE A LOT OF SELF-ESTEEM, CONFIDENCE, EMPATHY. AND KEEP THE MIND IS A CURIOUS DANCE VERSUS BEING DEFENSIVE. IN OTHER WORDS, WE ARE SETTING THE TEMPERATURE FOR OTHERS TO MATCH AS OPPOSED

TO SIMPLY REACT TO WHAT IS GOING ON AROUND US. IDENTIFYING THE STRICKEN OTHERS. THIS IS WHERE CREATIVITY COMES ALIVE. BE GENEROUS. AND FOCUS ON DEVELOPING LONG-TERM RELATIONSHIPS OF TRUST AND CREDIBILITY. ANOTHER WAY IS TO PRACTICE SELF-AWARENESS OF SELF-CARE. SO GIVE YOURSELF CREDIT FOR YOUR EFFORT. AND USE THE COMPASSION YOU HAVE FOR OTHERS ON YOURSELF. SO IN SUMMARY, CONFLICT WILL HAPPEN. IT CAN EVEN BE POSITIVE OUR CONFLICT MANAGEMENT REFLECT OUR EXPERIENCE GOALS. WHEN WORKING THROUGH CONFLICT, IT HELPS TO STAY MINDFUL OF TONE AND EACH OF HIS VESTED INTEREST. AND IT REQUIRES SELF-AWARENESS. THE ABILITY TO THINK THROUGH OPTIONS AND THE WILLINGNESS TO ENGAGE NON-DEFENSIVELY. AND WE INVITE YOU TO REMEMBER THE CONFLICT HAPPENS. AND WE ALL HAVE IT WITHIN OURSELVES TO MANAGE IT AND MAKE IT A MORE POSITIVE EXPERIENCE. UNDERSTANDING OUR PAST EXPERIENCE OF CONFLICT FOLLOWING GUIDELINES WHEN ENGAGING IN RESOLUTION, AND MANAGING OUR OWN REACTIONS CAN GO A LONG WAY TOWARDS WORKING THROUGH CONFLICT. JUST A MORE TOLERABLE AND WORTHWHILE EXPERIENCE. HERE ARE SOME RESOURCES THAT I THINK YOU GUYS WILL BE GETTING ACCESS TO AFTER THE PRESENTATION. THANKED EVERYONE FOR ATTENDING. VOICE GREAT, THANK YOU SO MUCH FOR THAT GREAT PRESENTATION ROSE. IF YOU WOULD LIKE MORE INFORMATION ON THIS OR OTHER HEALTH AND WELLNESS TOPICS PLEASE GIVE US A CALL OR VISIT US ONLINE. THE EAP IS CONFIDENTIAL, IT IS AVAILABLE 24 HOURS A DAY SEVEN DAYS A WEEK TO HELP YOU OR YOUR FAMILY WORK THROUGH PERSONAL OR WORK-RELATED ISSUES. BEFORE WE GET TO YOUR QUESTION, I WANT TO REMIND EVERYONE THAT THE RECORDING AND TRANSCRIPT, A COPY OF THE SLIDES, AND OUT WILL BE EMAILED OUT TO YOU WITHIN 24 HOURS AFTER THE WEBINAR. TODAY'S CONTENT, WE ALSO IT WILL ALSO BE AVAILABLE AT ABOUT 1 TO 2 WEEKS. YOU CAN LET US KNOW HOW WE DID TODAY AND PROVIDE ANY ADDITIONAL FEEDBACK YOU MAY HAVE. IT LOOKS LIKE WE DO HAVE A FEW MINUTES FOR QUESTIONS. SO IF YOU HAVE SOMETHING YOU WOULD LIKE TO ASK, PLEASE TYPE IT IN THE Q&A PANEL IS IN IT TO ALL PANELISTS. OKAY ROSE, IT LOOKS LIKE THE FIRST QUESTION WE HAVE FOR YOU IS, DO YOU HAVE ANY SUGGESTIONS FOR HAVING TIME ALONE WITH YOUR SPOUSE WHEN YOUR KIDS ARE AT HOME?? YEAH, I THINK -- I KNOW THERE'S A LOT OF SCREEN TIME RIGHT NOW. BUT THIS IS KIND OF ONE OF THOSE TIMES WHERE WE CAN ALLOW THEM TO USE THE ELECTRONICS. LET THEM HAVE SOME SCREEN TIME OR DO SOME SORT OF INTERACTIVE VIDEO GAME, HAVE BEEN RUN OUTSIDE FOR A LITTLE. CAN YOU CALL A CAREGIVER? AND THE OTHER ONE IS TO USE MAY BE LIKE A GOOGLE CALENDAR. AND ACTUALLY SCHEDULE THAT TIME ON A JOINT CALENDAR TO HAVE THOSE CONVERSATIONS. VOICE GREAT, THANKS. AND WE HAVE A QUESTION. IT IS REALLY HARD TO CALM MYSELF IN THE MOMENT. WHAT DO YOU RECOMMEND DOING FIRST? WAS I WOULD SAY TAKE A DEEP BREATH AND SLOW DOWN THE EXHALE. IF WE CAN CREATE THAT SPACE IN BETWEEN OUR THOUGHTS, FEELINGS AND OUR RESPONSE, WE CAN BETTER COMMUNICATE OUR NEEDS OR BE ABLE TO SET BOUNDARIES IN A NONREACTIVE MANNER.

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ALL RIGHT GREAT, THANKS. WHAT IS THE DIFFERENCE BETWEEN COMPROMISING A COLLABORATIVE TO MARK SINCE THEY BOTH SOUND SIMILAR?

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COMPROMISING IS USUALLY WHEN IT IS DONE IN A SPIRIT OF FAIRNESS. AND SO THEY ARE KIND OF SIMILAR. COLLABORATIVE IS WHERE, A COMPROMISE THEY REACH AN AGREEMENT

THROUGH NEGOTIATION. EVERYONE IS EXPECTED TO GIVE UP SOMETHING. COLLABORATIVE IS WHERE EVERYBODY EVERYBODY'S NEEDS ARE TRYING TO BE SATISFIED.

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ALL RIGHT THANKS. WHAT DO YOU DO WHEN YOU ARE TRYING TO BE COLLABORATIVE OF THE OTHER PARTY IS AVOIDING OR EVEN HOSTILE TO YOUR EFFORTS?

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I WOULD SAY FIRST AND FOREMOST, WE CANNOT CONTROL OTHER PEOPLE. THE QUESTION IS BASED ON CONTEXT. AND SO IF THIS IS A WORKPLACE SITUATION, CAN YOU GO TO YOUR SUPERVISOR? AND THE KIND OF TALK ABOUT THE HOSTILITY? MAYBE YOU NEED TO HAVE SOMEONE ELSE INTERVENE. ANOTHER WAY WOULD BE TO USE THE NEUTRAL TONE AND BRING IT BACK TO WHAT THE PURPOSE IS. IS THE PURPOSE TO FINISH THE THE DOCUMENT? TO SEE IF YOU CAN GET THEM ON THE SAME PAGE.

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ALL RIGHT, AND WHAT ABOUT SOMEONE IS ASKING CAN YOU CHANGE YOUR PARTNERS CONFLICT RESOLUTION STYLE?

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NO. LIKE I SAID, YOU CANNOT CHANGE OR THE PEOPLE. THE PARTNER WOULD HAVE TO BE INVESTED IN WANTING TO CHANGE THEMSELVES.

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DO YOU HAVE ANY ADVICE FOR DEALING WITH OVERBEARING CONTROLLING SIBLINGS IN A FAMILY SETTING?

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I THINK A LOT OF THIS IS BRINGING IT BACK TO WHAT IS THE GOAL? IF SO AGAIN, NOT OF THE QUESTIONS ARE BASED ON CONTEXT. AND IT IS REALLY GOING TO BE BASED ON WHAT ARE THE DETAILS THAT ARE INVOLVED IN THE CONTEXT TO MARK AGAIN, IT IS BRINGING HIM BACK TO THE GOAL AND WHAT THE PURPOSE OF THE DISCUSSION IS. AND I WOULD ALSO SAY, I WOULD ALSO ENCOURAGE THE USE OF I STATEMENTS. I FEEL LIKE I AM NOT BEING HEARD. IF SOMEONE IS OVERBEARING.

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THANK YOU AND HOW DO WE EFFECTIVELY INITIATE TAKING A BREAK FROM AN ARGUMENT IN A POSITIVE AND CONSIDERATE MANNER? THE PERSON SAYS I AM PRONE TO STONEWALLING. WHAT LIKE TO ENGAGE MORE THOUGHTFULLY AND IN A HEALTHY MANNER.

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AGAIN, USE OF TONE. AND BE MINDFUL OF THE WORDING THAT IS USED IN SAYING I DON'T FEEL LIKE I CAN ENGAGE RIGHT NOW. AND I NEED 20 MINUTES TO MYSELF. I WOULD ENCOURAGE YOU TO BE SPECIFIC WITH THINGS LIKE THAT. BECAUSE A LOT OF TIMES PARTNERSHIPS, WHEN SOMEONE SAYS I NEED SPACE, THAT CAN MEAN A WHOLE HOST OF THINGS. SO THE OTHER PERSON CAN BECOME VERY UPSET WHEN SOMEONE SAYS I NEED SPACE. SO SAYING I NEED 20 MINUTES. I NEED THE DAY. I WILL REACH OUT TO YOU WHEN I CAN ENGAGE.

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GREAT. HOW DO YOU RESOLVE CONFLICT WHEN IT COMES TO ACCOUNTABILITY? FOR EXAMPLE IF YOU HAVE ORIGINALLY RESOLVED THE CONFLICT AND HAVE COME UP WITH A COMPROMISE.

BUT IT RESURFACES BECAUSE THE INDIVIDUALS DID NOT ALLOW, OR DID NOT FOLLOW THROUGH WITH THEIR PART OF THE COMPROMISE?

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MAYBE KIND OF REMINDING THEM. HE TALKED ABOUT THE SOLUTION YESTERDAY. WHAT HAS CHANGED SINCE THEN?

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OKAY GREAT, THANKS. DO YOU HAVE ANY STRATEGIES IF SOMEONE IS EXPERIENCING SUPERVISOR OR THOSE ABOVE US WITH -- NOT FEELING THE JOB IS SECURE BECAUSE OF LOOKING GOOD MINDSET?

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ARE NOT UNDERSTANDING THE QUESTION. EITHER BECAUSE NOT FEELING THE JOB IS SECURE OR BECAUSE OF LOOKING GOOD MINDSET. THE SUPERVISORS OR HAVE A THREATENING MINDSET.

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WE CAN'T CHANGE OTHER PEOPLE WE CAN ONLY CHANGE OURSELVES AND OUR CONTEXT. YOU KNOW SOME OF THIS IS LOOKING TOWARDS THE GOAL. IF SO IS THERE A WAY TO DO YOUR JOB WITHOUT HAVING THE THING BOTHER YOU.

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WE WILL DO ONE MORE QUESTION. THIS PERSON SAYS WE HAVE BEEN TRYING FOR SOME TIME TO INCORPORATE THE GOTTMAN PRINCIPLES THE DEPARTMENT IS NOT REALLY OPEN TO IDEAS AND SEEMS TO LIKE WILLINGNESS OR CAPACITY TO CONFRONT THESE QUESTIONS. HOW CAN THEY INCORPORATE THESE EFFECTIVELY IF THE OTHER PERSON DOES NOT.

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THEY CANNOT. I HATE TO BE AS HONEST AS THAT. COUPLE THERAPY ONLY WORKS IF THE COUPLE SHARES A MUTUAL GOAL. AND SO IF BOTH PARTIES HAVE TO BE WILLING TO WORK TOGETHER ON A RELATIONSHIP. AGAIN, YOU CAN ONLY CHANGE YOURSELF. YOU CAN START TRYING TO SHIFT THE DYNAMIC. BUT THE OTHER PERSON HAS TO BE WILLING TO EXAMINE THEIR OWN REACTIONS.

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WE ARE GOING TO GO AHEAD AND CONCLUDE THE WEBINAR FOR TODAY. I WOULD LIKE TO ONCE AGAIN THANK ROSE NEUGROSCHER FOR PRESENTING. AND I WANT TO THANK YOU FOR TAKING TIME TO PARTICIPATE. I HOPE YOU HAVE A WONDERFUL REST OF YOUR DAY.

[Event Concluded]