

NOT RIGHT OR WRONG: IT'S A MATTER OF PERCEPTION!

OFF

TRAIL

Workshop 8

REFRESHER



There are often **multiple perceptions** of a single situation. So, there's **no point in trying to figure out who's right and who's wrong!**

Communication is the key!

The way you react during a conflict influences how it gets resolved.



Your **spontaneous reactions** (attitudes and behaviours adopted without thinking) can **make conflicts worse...**



Take your time and choose positive communication strategies to prevent and resolve conflicts in an **effective and helpful way!**

OFF-TRAIL Challenge

This week, work on improving your conflict resolution:

- 01** Identify a spontaneous reaction that you often adopt without really thinking but which may make your conflicts worse;
- 02** Identify a positive strategy that comes naturally to you and that you already tend to use;
- 03** Identify a new strategy of compassionate communication to apply.

Your turn!

Use this **4-step conflict resolution approach** and the associated strategies:

01 Calm yourself and refocus;

- Stop and remove yourself from the conflict;
- Take a deep breath and calm yourself;
- Release your emotions (through moving, writing, etc.)
- Identify your own emotions and needs;
- Refocus your attention on what is important to you.

02 Communicate with compassion

- **Listen to the other person** without interrupting them, put yourself in their shoes, be sensitive to their emotions and needs, and try to understand them.
- **Express yourself clearly** (emotions and needs) with "I" statements, describe the facts of the situation without making assumptions or judgments, accept your share of the blame, and be able to apologize.

03 Look for solutions

- Propose realistic ideas or actions that could resolve the conflict;
- Come up with a range of solutions.

04 Choose a solution & implement it

- Consider the pros and cons of each proposed solution;
- Work together to choose the solution(s) that best meet(s) the needs of everyone involved in the conflict.

REMINDER



If your emotions get the better of you, you can **ask for help** and **go back to the previous steps** at any time!

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