

BALANCE YOUR CONFLICT



Dr. Jody Janati

Cliché
Fact
Opinion
Emotion



Common Disclosure Pattern

“People will continue to be who they are despite your opinion of them”



Assertive Communication

- Pursue your best interests w/o denying another's
- Separate the person from the problem
- Focus on shared interests, "what do we both..."
- Generate options to solve problems
- Choose "I" statements before "You" statements, "I feel uncomfortable when you use language..."
- Stick to the facts
- Express little to no emotion during an interaction
- Face difficult interactions squarely and authentically

FEELING
+
NEED
=

LANGUAGE OF COLLABORATION

Being **PRESENT** is a response!

FIGHT

FLEE

or

FLOW

FLOW

RESPOND “stop signals”

- Respond
- ↓
- Controlled
- ↓
- Choice
- ↓
- Allow
- ↓
- Still
- ↓
- STOPS CONFLICT

FIGHT/FLEE

REACT “MOVEMENT MESSAGES”

- React
- ↓
- Uncontrolled
- ↓
- No Choice
- ↓
- Resist
- ↓
- Movement
- ↓
- PERPETUATES CONFLICT

How Do We Shape Behavior?

◎ Create little to no resistance

“Ask; Don’t Tell; Offer Choices”

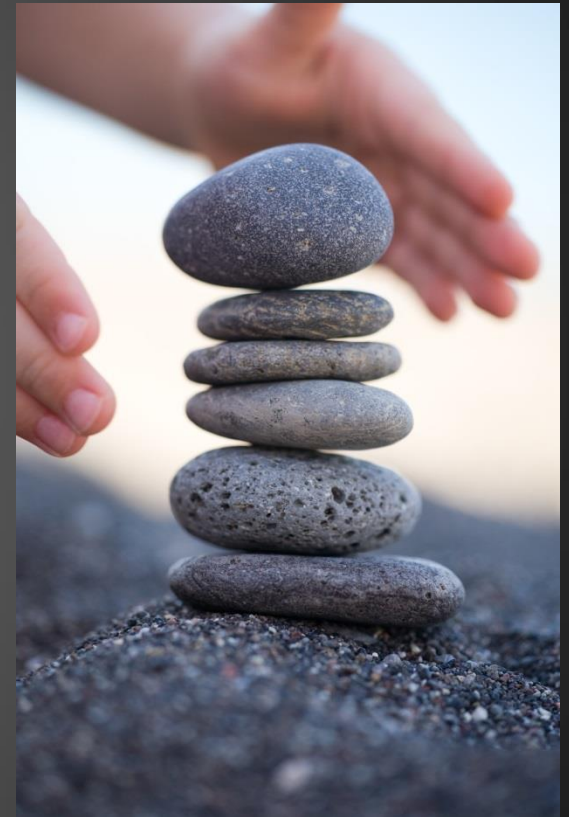
◎ Be consistent

“Consistency Over Time = Trust”

◎ Awareness = Change

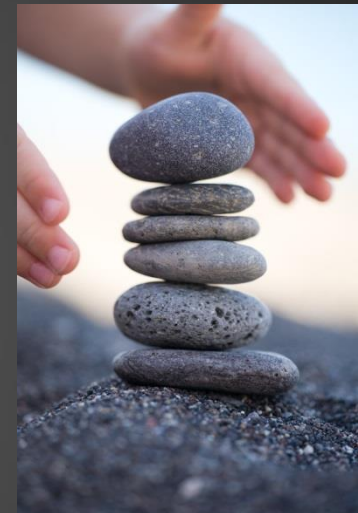
Commit to making other’s aware

“I noticed...I see you are...”



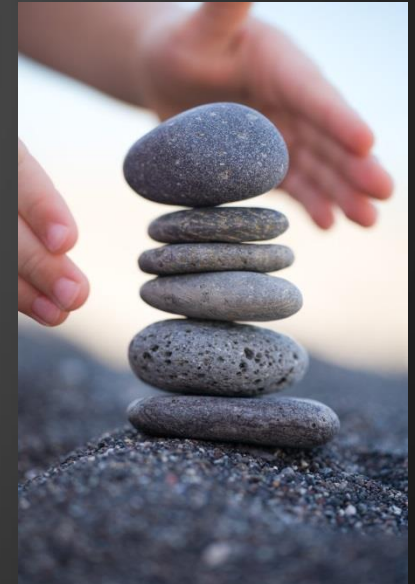
SHAPING BEHAVIOR

- Step 1 Tell them what they did [fact]
- Step 2 Tell them how it made you feel
 -or-
 State a consequence of their
 behavior
- Step 3 Good time to point it out, Bring it up, Put it on your
 radar, Thought you should know, Aware, etc.”



TIME TO ACT!

- Step 1 - A Ask them to meet with you
[give them at least 10 min.]
- Step 2 - C Clear concise statement
[10 -12 words]
- Step 3 - T Transfer responsibility
[repeat about 10 times]



Thank You! 😊

May You Find Your “Conversation Peace!”



Dr. Jody Janati

www.communicationinnovation.vpweb.com

BOOKS

\$10 Each

