



**Imagine a World without
Conflict
(Now Get Real)**

**CAHEA General Session #2
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Most people

- **Don't like conflict**
- **See it as negative**
- **If it goes well, don't call it conflict**

Is it Really a Conflict?

- **Conflicts occur in interdependent relationships**

- **With people who are**
 - **Important**
 - **Irreplaceable**
 - **Inescapable**

Is it Really a Conflict?

- **Usually tangible**
 - **Incompatible goals**
 - **Incompatible activities**
 - **Sense of interference**

- **Sometimes Intangible**
 - **A broken rule**
 - **Insufficient explanation**

Two Key Aspects of Conflict

- **They get worse over time**
- **They pose a threat to the relationship**

Conflicts are NOT

- **Arguments**
- **Simple disagreements**
- **Competition and games**

Conflict Can Stem From

- **Projection of our own problems**
- **A need for attention/connection**
- **Secrets**
- **A lack of listening**

Handling Conflict Effectively

Avoid the sand traps

Sand Trap #1

**Allowing egoistic needs
to dictate how you
approach the conflict**

Ask Yourself

- **Am I focusing only on**
 - **My goals?**
 - **My need to fit in?**
 - **My need to be right?**
 - **My need to be heard?**
 - **My desires to see myself and be seen as I wish?**

Sand Trap #2

**Avoiding the conflict so long
that it gets much worse
than it ever had to be**

Sand Trap #3

Deciding the conflict doesn't matter, but diminishing your relationship with the other



Sand Trap #4

**Throwing every issue from
the past (and even those
anticipated in the future)
into the present conflict**

Sand Trap #5

**Displacing, misplacing, or
blowing up conflict**



Handling Conflict Effectively

Start with different assumptions

You are responsible

- **For how you feel**
- **What you say**
- **How you respond**

Handling Conflict Effectively

Conflict has a distinct process

Conflict

- **Has a prelude phase**
 - Previous conflicts
 - Past resolution
 - Type of relationship established

Conflict

- **Has a triggering event**
 - **Sometimes people differ in their perception of the starting point**

Conflict

- **Has a differentiation phase**
- **Can be frightening**
 - **Potential for destructiveness**

Conflict

- **Has a resolution/management stage**
- **How you resolve this conflict creates the next one**

Handling Conflict Effectively

**Remember that
perceptions drive conflict**

Handling Conflict Effectively

**Find neutral “turf”
without an audience**

Handling Conflict Effectively

Remember that earlier actions affect later ones



Handling Conflict Effectively

**Communication does not
always make things better**

Handling Conflict Effectively

- **Choose a style appropriate to the conflict**
 - **Avoidance**
 - **Accommodation**
 - **Competition**
 - **Compromise**
 - **Collaboration**

Communicating Effectively

- **S (Stop)**
- **T (Think)**
- **L (Listen)**
- **C (Communicate)**

STOP!!!

- **Take a breath**
- **Take a time-out**
- **Don't react!**

THINK

- **Am I planning to say something that is**
- **T Thoughtful**
- **H Helpful**
- **I Important**
- **N Necessary**
- **K Kind**

THINK

- **Why is this a conflict?**
- **How does the other see it?**
- **What's my role?**
- **Is this important?**
- **What do I gain from the status quo?**
- **What do I want?**
- **Is it reasonable?**

LISTEN

David Augsburger says,

“The feeling of being listened to is so close to the feeling of being loved that most people cannot tell the difference.”

Listening means

- **Give the other your full attention**
- **Suspend judgment**
- **Wait for the other to finish**
- **Ask for more information if necessary**

Listening don'ts

- **Mind-reading**
- **Thinking about what you plan to say next**
- **Claiming undue empathy**

COMMUNICATE

Feelings Statement	Problem Behaviors	Effects	Goal Statement
I feel	when I	because I (think, believe)	I'd like (want, wish)

Communication Don'ts

- **“Well, you”**
- **“You shouldn't”**
- **“You're being too picky”**

Effective Confrontation

- **Identify problem, needs, and issues**
- **Make a date**
- **Talk**
- **Consider the other's view**
- **Make an agreement**
- **Follow-up**



Handling Conflict Effectively

Not all conflicts are resolvable

Conflict works best when

- **We choose our conflicts wisely**
- **We act from a desire to benefit the other as well as ourselves**
- **We wait until the other person is ready to hear us**
- **We plan our conflicts**