




Healthy Communication in Conflict

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- Disagreements are an inevitable, normal, healthy part of relating to other people.
- There is no such thing as a conflict free work environment.
- Disagreements, when well managed, have many positive outcomes



Benefits of conflict in the workplace



Better work outcomes



Opportunities to learn and grow



Improved relationships



Higher job satisfaction



A more inclusive work environment



Types of
conflict

Task conflict

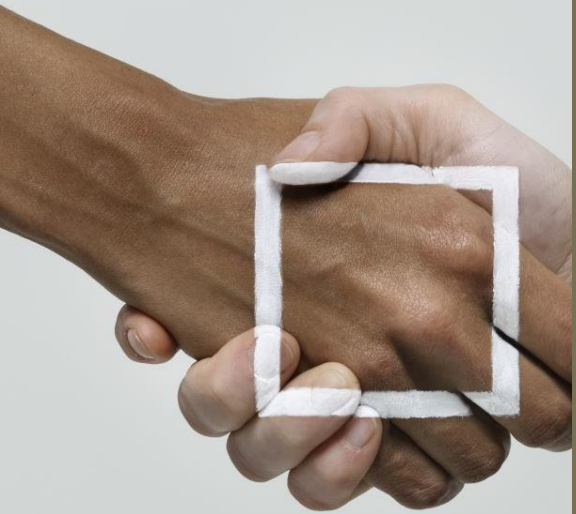
Relationship conflict

Value conflict



Task Conflict

- Concrete issues related to employees' work assignments and can include disputes about how to divide resources, differences of opinion on procedure and policies, and judgements and interpretations of facts



Relationship conflict

- ▶ This type of conflict arises from differences in personality, style, matters of taste, and even conflict styles
- ▶ In organisations, people who would not ordinarily meet in real life are thrown together and must try get along



Value conflict

- ▶ Can arise from fundamental differences in identities and values, which can include politics, religion, ethics, norms and other deeply held beliefs
- ▶ These disputes tend to heighten defensiveness, distrust and alienation



Communication skills



Active listening

Empathy

I Statements

Avoid blame

Active Listening

ACTIVE LISTENING PHRASES

Source: Productive Group Work by Freig, Fisher, Everlove (ASCD, 2009)

Body Language

- Eye contact
- Nodding
- Body facing the team

Encourage

- "Uh-huh...."
- "Keep going..."
- "OK..."

Re-state

- "So you feel that..."
- "It sounds like you believe..."
- "If I understand, you're saying that..."

Clarify

- "Would you say the key ideas are....?"
- "Would it be accurate to say that...?"
- "What did you mean when you said...?"



I Statements



I STATEMENTS

Help you communicate, not alienate.

If you make citations about your frustrations, they don't land like accusations.

"YOU" statements: make you resentful and the other defended.

1. I FEEL...

Lead with how you feel, but remember...

More than two feelings is rarely appealing.

2. WHEN...

What happened that made you feel this?

Step # 2 can contain a "you" but stay with "I" and behavior for a better flavor.

3. BECAUSE...

Be vulnerable here, what did you make up about this behavior?

Owning your interpretation leads to communication and transformation.

7 C's of Constructive Communication

- Clear
- Concise
- Concrete
- Correct
- Coherent
- Complete
- Courteous



Communication Skills

- Ask for clarification
- Ask for repetition
- Explain your message again
- Check your understanding
- Be responsive not reactive
- Don't be afraid to disagree
- Let go of needing to be liked
- Focus on the big picture
- Don't equate disagreement with unkindness



Phrases for disagreement

DISAGREEING

- I'm afraid that's not how I see it.
- Sorry. I see things differently.
- I tend to disagree with that idea.
- Absolutely not! I don't agree.
- I agree up to a point. However ...
- You have a point there, but ...
- You could be right. However, ...
- I see your point but ...
- The idea is worth considering but..
- Perhaps a weakness might be ...
- That's not right! I disagree.
- Well I'm not sure of that because..
- That might be acceptable if ...
- I'm afraid I don't agree /I disagree.
- I don't see it (at all) that way.
- I strongly/totally disapprove of that
- I'm absolutely against the proposal.
- I must take issue with you on that point.