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2017



CONFLICT RESOLUTION: EVERYONE'S DOING IT

Facilitated by

What do you hear?



- Pretend you are the main character in the story.
- Write down everything you notice in the story and the actions "you" took.



Learning Objectives



- Describe emotional and physiological responses to conflict.
- List strategies to manage yourself in conflict.
- Identify ways to de-escalate conflict.
- Create a plan for resolving conflict within your council.

What causes conflict?



- Conflict arises when two or more people disagree about their ideas, desires, or even their perceptions.

Conflict and Its Impact on You



Fight, flight or freeze.

- Sweaty palms
- Increased heartrate
- Disorientation
- Inability to make complex decisions



Managing Self



- Take deep breaths.
- Focus on your body.
- Actively listen.
- Check yourself by questioning assumptions.

Pair and Share



- Which of these management strategies is hardest for you to do in the midst of conflict?
- What can you do to make sure you are *actually* listening to the other person?
- How will you check your assumptions?

Addressing Conflict



Explain
your **ANGER**,
don't express it,
and you will immediately
open the door to
solutions
instead of arguments.

De-Escalating Conflict



- Acknowledge the conflict.
- Lower your voice.
- Empathize.
- Clarify positions.

Leadership Styles Under Stress



- Share two stress behaviors.
- How would you want to be treated during conflict?
- How can you use your strengths to de-escalate conflict?

Leadership Styles Under Stress



- Take 3 minutes to reflect on the questions in your workbook (page 70).
- Make sure to write your thoughts in the worksheet.

Inside Out (Disney/Pixar, 2015)

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Sourced from:

https://www.youtube.com/watch?v=t4okAfKCwRk&list=PL2yRU0zqN4egNbYiqXrl_m2i9uH554CuV

Team Discussion



- How have your stress related behaviors affected those around you in the past?
- How will your awareness of your stress behaviors change your actions with your executive council?
- What commitment can you make to improve how you manage yourself, your emotions and your actions when conflict arises?

Examples of Agreements



- We will acknowledge conflict within the group by saying “I’m sensing some tension right now.”
- We agree to say “I feel/felt _____ when you did/said _____” to express our frustrations with each other.

Create a Conflict Plan



- Follow the prompts in your workbook.
- Create five agreements.
- Record them in your workbook.

Learning Review



- Described responses to conflict.
- Listed strategies to manage self in conflict.
- Identified ways to de-escalate conflict.
- Created a plan for resolving conflict within your council.

Debrief



- What agreements did you develop?
- What was hard about the conflict plan activity?

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