

Conflict Management



Managing Your Emotions

OVERVIEW

Most conflict is about expectations that are unmet or have not been communicated. As long as it is handled effectively, it can lead to personal and professional growth.

Managing conflict is a process of working through misunderstandings with emotional intelligence. This is not an easy task, and yet, it is an essential skill for those who wish to truly make a positive impact with the people they serve both internally and externally.

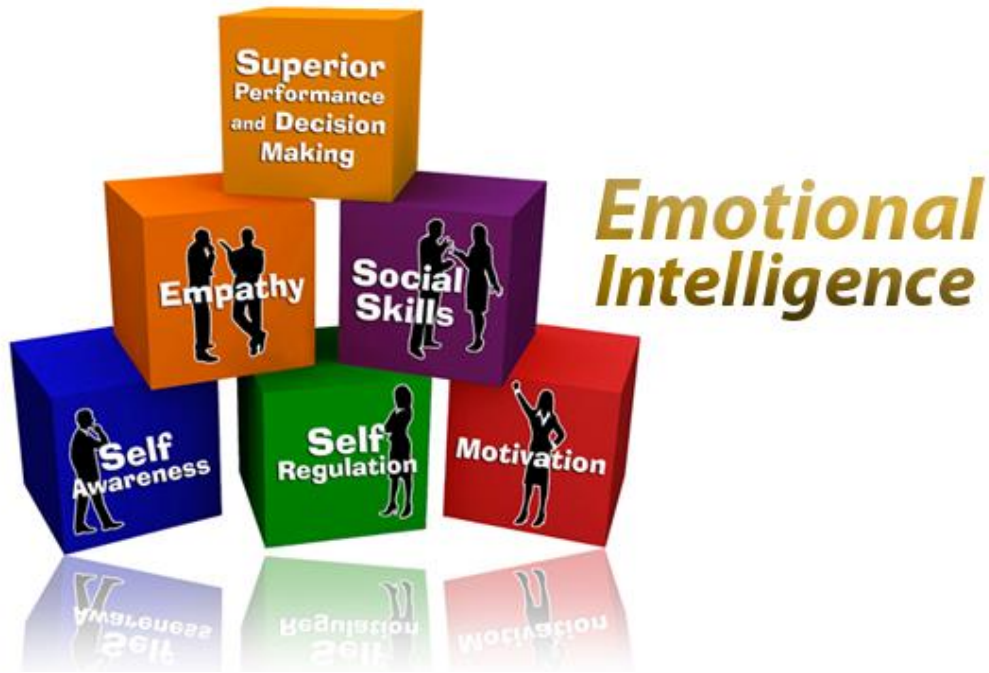
LEARNING OBJECTIVES

- ***Understand how your emotions impact your conflict***
- ***Set expectations and acknowledge perspectives***
- ***Enhance teamwork and reduce conflict***

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Scott started his career as a sales manager while also training and speaking on the topic of influential communication. He has done post-graduate work in ontology following his BBA in Management. He is also a firefighter with Excelsior Fire District and a leadership development instructor for the Minnesota Board of Firefighter Training and Education.

Scott's experience involves several industries as well as many different organizational and personality types. He has worked with people of incredibly varied backgrounds including Maasai tribes in Tanzania, executives in corporations, and leaders in health care, non-profits, schools, local and federal government.



“Emotional intelligence is a sophisticated description that relies on tremendous emotional control, highly attuned awareness and exceptional observation.” - Jeff Buchanan

Self Awareness

The ability to identify your own emotions and recognize how they impact your outcomes.

Self Regulation

The ability to manage your emotions and adapt to the changing circumstances.

Motivation

The ability to create enthusiasm.

Empathy

The ability to understand and share the feelings of another.

Social Skills

The ability to manage relationships.



Emotional intelligence is an essential part of the whole person.

Low Emotional Intelligence

High Emotional Intelligence

Aggressive
Demanding
Egotistical
Bossy
Confrontational



Assertive
Ambitious
Driving
Strong-Willed
Decisive

Easily Distracted
Glib
Selfish
Poor Listener
Impulsive



Warm
Enthusiastic
Sociable
Charming
Persuasive

Resistant to Change
Passive
Un-Responsive
Slow
Stubborn



Patient
Stable
Predictable
Consistent
Good Listener

Critical
Picky
Fussy
Hard to Please
Perfectionistic



Detailed
Careful
Meticulous
Systematic
Neat

Practice of Suspension

Noticing

This can range from noticing a need to speak to a feeling of strong emotion, such as anger or fear.

Hit the pause button

This is a conscious step to pause and self-observe one's emotional state instead of responding automatically with old learned patterns.

Reflection

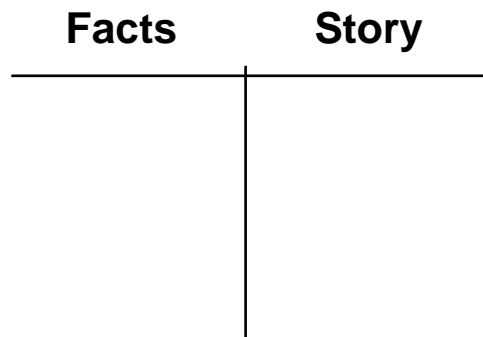
This is about letting things sit in one's mind long enough to be given a chance to soak in.

Reframing

This is about changing one's position by reframing the issue one started with. It often results in seeing the issue in a very different way from the way it was seen in the beginning.



"As you change the way you think on the inside, people and circumstances will change for you on the outside." - Brian Tracy





THE EMOTIONAL GUIDANCE SCALE

UPWARD SPIRAL HPF

1. Joy / Knowledge
Empowerment
Freedom / Love
Appreciation

2. Passion

3. Enthusiasm

4. Positive Expectation
Belief

5. Optimism

6. Hopefulness

7. Contentment



DOWNWARD SPIRAL LNF

8. Boredom

9. Pessimism

10. Frustration /
Irritation / Impatience

11. "Overwhelmed"

12. Disappointment

13. Doubt

14. Worry

15. Blame

16. Discouragement

17. Anger

18. Revenge

19. Hatred / Rage

20. Jealousy

21. Insecurity / Guilt
Unworthiness

22. Fear / Grief / Depression
Powerlessness/
Victim





The Art of Setting Expectations

- Clarifies What's Needed to Succeed
- Defines the Parameters of the Relationship
- Opens the Lines of Communication

"Unmet expectations are a lack of communication and an inability to define your needs."

- Eric Jerome Dickey

*"As we work together, **here's what I'm committed to . . .**"*

*"As we work together, **here's what you can expect from me . . .**"*

*"As we work together, **here's what I need from you . . .**"*

*"As we work together, **what do you need from me?**"*

"Conflict is simply unmet expectations." - Betsy Allen-Manning