

Tuesday, March 17, 2015

1:30pm – 5:00pm

Negotiation and Conflict Resolution

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Behaviors in Conflict

Behaviors	Strengths	Weaknesses	How it affects people involved	How it affects the problem
Fight				
Flight				
Flow				

**Altering Mindsets
"BUT" vs "AND"**

Mindset	Behaviors	Outcomes
I know I need to work with Janice to complete this project... BUT... she is difficult to work with and makes unreasonable demands.		

Mindset	Behaviors	Outcomes
BUT		

Mindset	Behaviors	Outcomes
AND		

Listening Self-Assessment

Review the following list of poor listening habits and mark each with an “F” (frequently), “S” (sometimes), or “R” (rarely) according to how often you display the tendency:

	F	S	R
I pretend I am paying attention when my mind is drifting off.			
I cut people off or finish their sentences because I know what they are going to say.			
When someone is speaking to me, I look around the room to see what else is happening.			
I shuffle papers on my desk or start doing some other task when someone talks to long or too slowly.			
When someone is speaking, I plan what I will say next.			
When a person speaks too fast or uses words I don't understand, I let it go and listen only for what I do understand.			

From *The Big Book of Customer Service Training Games*, by Carlaw & Deming

Becoming a Better Listener

Prepare to listen:

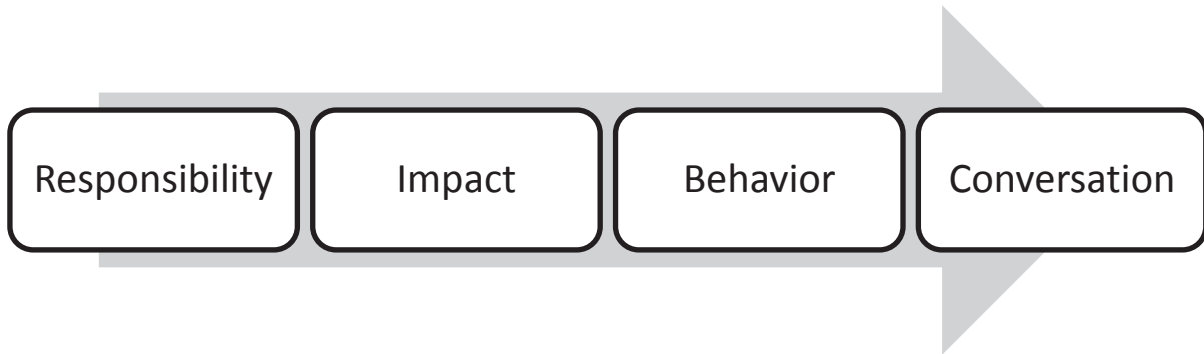
Don't interrupt:

Probe:

Reflect:

Reframe:

Talking about Conflict



Determine shared interests:

Focus on needs:

Challenge assumptions and absolutes:

Develop a menu of options:

De-Escalation Tips

- Use “low and slow” speech.
- Maintain a neutral facial expression.
- Be at the same eye level as your partner.
- Select alternate behaviors when appropriate.
- Respond selectively.
 - Answer information questions
 - Do not answer abusive questions (select alternative behaviors)
- Know your department’s safety policy.
- Lend assistance if possible.

Managing Conflict in the Workplace

- ✓ Alter mindsets
- ✓ Understand triggers
- ✓ Practice empathy
- ✓ Listen more
- ✓ Speak intentionally
- ✓ Focus on shared interests
- ✓ De-escalate when necessary

