

# Managing Conflict: The Art of De-escalation

## DE-ESCALATION

### L.A.R.A

The L.A.R.A is a way to use deep listening and empathy to manage conflict with the intended outcome of de-escalation.

- **LISTEN** with the intent to understand, not respond.
- **AFFIRM** to acknowledge what is shared by repeating and rephrasing.
- **RESPOND** to the issues raised and ask questions
- **ADD** information to the conversation and continue to ask questions.

### USING L.A.R.A

- ✔ Use active listening to make sure everyone is on the same page by paraphrasing.

Try: What I'm hearing is... Or It sounds like

- ✔ Acknowledge any frustrations or tensions within the interaction and apologize, if necessary. Be aware of using open ended versus closed questions.

- ✔ Be clear and concise, remain friendly, be respectful, remain open-minded. The idea is to de-escalate the situation, but you still may have different points of view.

### CONFLICT

Conflict is the incompatible view that sparks disagreement and challenges opposing points of view. Despite the varying levels of conflict, all conflict is a result of fear or hurt that people feel towards things they care about.



#### Unproductive Conflict

The use of dialogue used to attack people, personal characteristics, and identifying markers.



#### Productive Conflict

An open exchange of different ideas or view points where all parties feel respected and heard allowing for a mutual resolution.

"After seeking to understand, seek to be understood"

- Stephen Covey