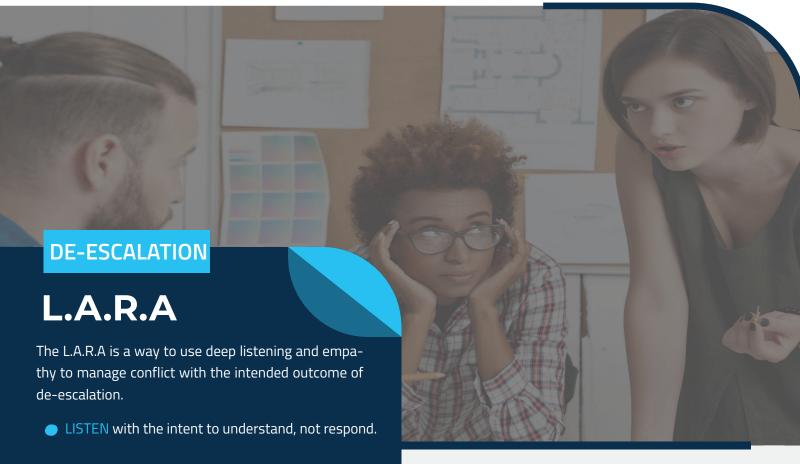
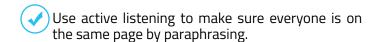
Managing Conflict: The Art of De-escalation



- 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



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

