BALANCE YOUR CONFLICT

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Cliché

Fact

Opinion

Emotion

Common Disclosure Pattern
“People will continue to be who they are despite your opinion of them”
Assertive Communication

- Pursue your best interests w/o denying another’s
- Separate the person from the problem
- Focus on shared interests, “what do we both…”
- Generate options to solve problems
- Choose “I” statements before “You” statements, “I feel uncomfortable when you use language…”
- Stick to the facts
- Express little to no emotion during an interaction
- Face difficult interactions squarely and authentically
FEELING
+
NEED
=

LANGUAGE OF COLLABORATION
Being PRESENT is a response!

FIGHT
FLEE

or

FLOW
FLOW

RESPOND “stop signals”
- Respond
  - Controlled
  - Choice
  - Allow
- Still

• STOPS CONFLICT

FIGHT/FLEE

REACT “MOVEMENT MESSAGES”
- React
  - Uncontrolled
  - No Choice
  - Resist
  - Movement

• PERPETUATES CONFLICT
How Do We Shape Behavior?

- Create little to no resistance
  “Ask; Don’t Tell; Offer Choices”

- Be consistent
  “Consistency Over Time = Trust”

- Awareness = Change
  Commit to making other’s aware
  “I noticed…I see you are…”
SHAPING BEHAVIOR

• Step 1  Tell them what they did [fact]

• Step 2  Tell them how it made you feel
              -or-
              State a consequence of their behavior

• Step 3  Good time to point it out, Bring it up, Put it on your radar, Thought you should know, Aware, etc.”
TIME TO ACT!

• Step 1 - A  Ask them to meet with you [give them at least 10 min.]

• Step 2 - C  Clear concise statement [10 -12 words]

• Step 3 - T  Transfer responsibility [repeat about 10 times]
Thank You! 😊

May You Find Your “Conversation Peace!”

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BOOKS

$10 Each