



Dealing with Difficult People & Conflicts

Leadership Webinar Series May 23, 2018

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OBJECTIVES

- Understand what conflict is
- Build a skill set in resolving conflict
- Learn positive ways of managing conflict with school staff and families

What is Conflict?

A conflict is when two or more parties perceive that they have mutually incompatible goals, priorities, or values.



**Think of a time when you had a positive experience
communicating with someone.**

What was working?

**Now think of a time when you had a negative experience
communicating with someone.**

What was not working?

Communication Road Blocks

- Perceptions
- Stereotypes
- Gender differences
- Language
- Word choice and meaning
- Holding back information
- Negative reactions
- Sending responses
- Diverting
- Solving the wrong problem
- jumping to conclusions

Ways to Improve your Communication Skills

- Becoming more aware of your thinking and reasoning
- Making our thinking and reasoning more visible to others
- Inquiring into others' thinking and reasoning

Steps to Resolving Conflict

- Understand the conflict
- Create a positive atmosphere
- Develop a mutual understanding
- Problem Solve



Can Conflict be Good?

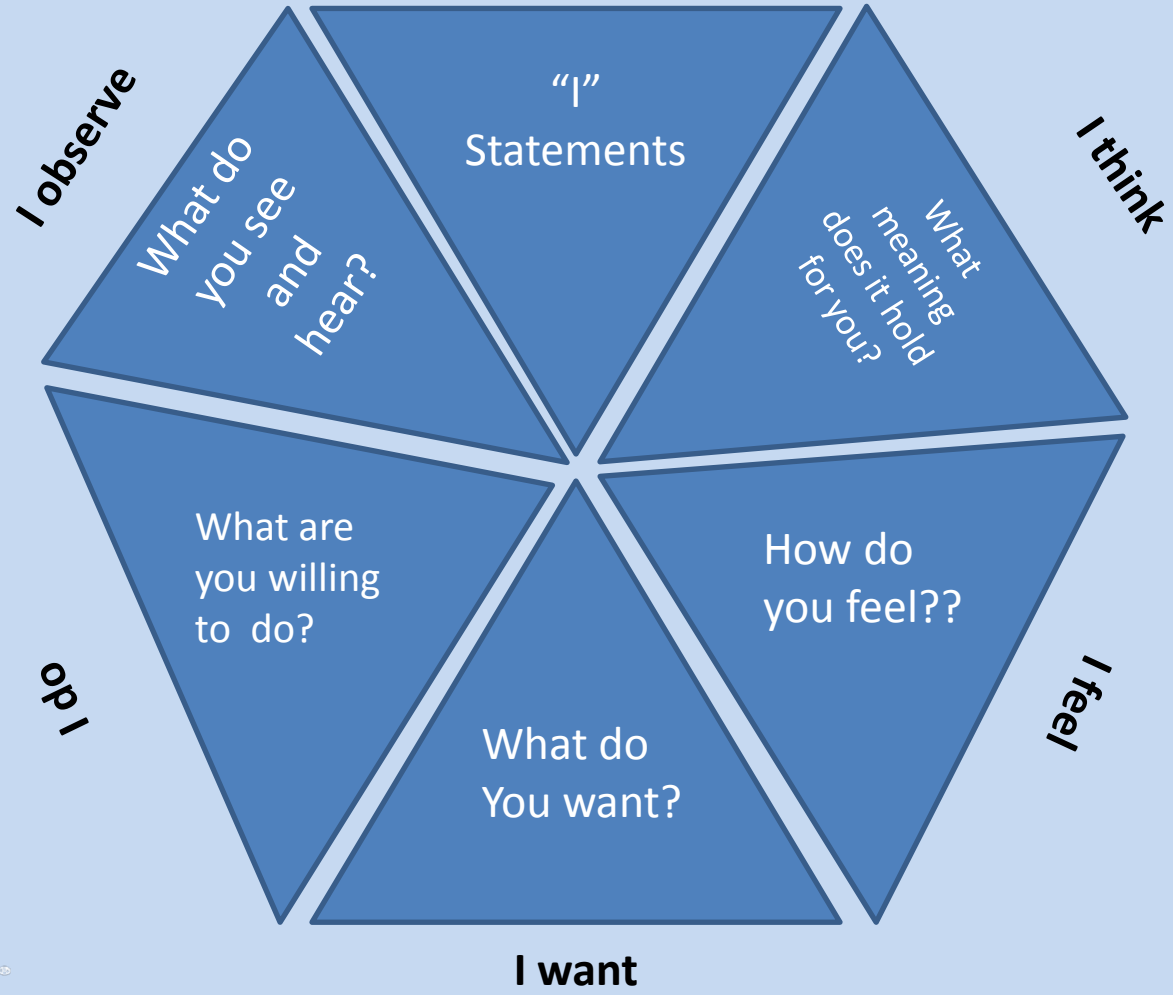
Some Benefits of conflict:

- New Knowledge
- Innovative Strategies
- Different Perspectives

Positives and Negatives of Conflicts

- Increased involvement
- Increased cohesion
- Personal growth & change
- Clarification of key issues
- Organizational vibrancy
- Individual & group identities
- unresolved anger
- Personality clashes
- Negative climate
- Diversion of energy from work
- Group cohesion disruption

Communicating to Others



Active Listening *Listening to Understand*

To gain understanding before moving into action
By helping someone say exactly what he or she wants to say

On the road to conflict resolution, listening is the super highway!



Be present: Attend and acknowledge

Be responsive: Ask questions, provide feedback

Attributes of Effective Communication to Resolve Conflict

- Problem Oriented, Not Person Oriented
- Descriptive, Not Evaluative
- Specific, Not General
- Validating, Not Demeaning
- Owned, Not Disowned
- Two-Way, Not One-Way



Be Responsive: Ask Questions

Draw the Speaker Out *“I’d like to hear a little more about that?”*

Gain More Information *“What led you to that conclusion?”*

Refocus the Discussion *“What’s the problem we are trying to solve?”*

Show Respect *“Is there anything else you think I should know that would help me understand your position on this?”*

Introduce Information *“What would you think if we did... “Do you see any flaws in my reasoning?”*

Be Responsive: Provide Feedback

- **Reflect (Paraphrase)** – “So, when that incident happened, you felt like....” – “What I think I’m hearing is that you really need....”
- **Reframe**
 - Speaker: “He’s a two-faced liar!”
 - Listener: “You value honesty in human relations.”
- **Summarize** – Let me share what I think I heard and please correct me if I am wrong.

Steps to Resolving Conflict

1. Understand the Conflict

- Analyze the conflict situation – what is the cause?
- Identify the appropriate conflict resolution style.

2. Create A Positive Atmosphere

- Neutralize your emotions and the other person's emotions

3. Develop a Mutual Understanding

- Using communication skills to gain information and understanding.

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Key Points to Remember

- Be a model of calm and control
- Don't give in to emotional outbursts
- Don't assume people are being difficult intentionally
- Find a quiet place in to resolve conflicts....privately Set some ground rules for the discussion:
 - No raising of voices
 - This is not a debate
 - Speak only for yourself..."I" phrases
 - Confront the issues, not the people
 - Maintain or enhance self-esteem

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Conflict Resolution All Around Us

Conflict resolution is an opportunity to learn and bring others along in learning how to be a contributor in this world! These skills learned here can be used in all aspects of your Life:



QUESTIONS???