



# Handling Conflict Like a Pro

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Password: **edgenuity**

My Notes:

My Top Takeaways:

1)


2)

3)

Priceless Professional Development

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# Four Crucial Steps in Conflict Resolution – P.R.E.P. Reminders



**Four Crucial Steps in Conflict Resolution**


- P. Plan the Conversation**
- R. Review Three Reasons**
- E. Emotion Check-In**
- P. Perfect Listening Skills**

**Prepare!**




**P. Plan the Conversation**

1. Plan Your Warm Open - *Sincere. Specific. Appropriate.*
2. Plan Problem Statement - *Facts. One Sentence. Agree?*
3. Plan to Ask for their Input - *Ideas Discussed.*
4. Plan to Summarize - *Review. Next steps.*



**R. Review Three Reasons:**

- 1) What's their communication Style? *Can I adapt?*
- 2) What's their top motivator, interest? *Can I understand?*
- 3) Do we have unresolved history? *Is there anything I can say or do?*



**E. Emotion Check:**

H.A.L.T. - If I am hungry, angry, lonely or tired, can I have this conversation at a another time?



**P. Perfect My Listening Skills**

*"I am focused on hearing in a determined and energetic way. I demonstrate my desire to understand by asking questions and listening with no agenda, other than to understand."*

**Tell Me More....**      **What Else?**      **Silence...**

# Four Crucial Steps in Conflict Resolution – My P.R.E.P. Worksheet:

## P. Plan the Conversation

Describe the Situation:

**Plan a Warm Open** – Sincere. Specific. Appropriate.

**Plan Problem Statement** – Facts. One sentence.  
Do they agree? ASK: *“Tell me your view...”*

**Plan to Ask for their Input** – What solutions might the other person offer?  
What solutions are you thinking about?

If the other person offers a solution that won't work, ask:  
*“Do you see any problems with that idea? What other ideas do you have?”*

**Plan to Summarize** – Review what was discussed. Agree on next steps.

## R. Review Reasons:

**What's his/her Style?** *Can I adapt?*

**What are his/her motivators?** *Can I understand?*

**Do we have unresolved history?** *Is there anything I can say or do about this?*

## E. Emotion Check-In

Hungry? \_\_\_\_

Angry? \_\_\_\_

Tired? \_\_\_\_

Lonely? \_\_\_\_

## P. Perfect My Listening Skills

Demonstrate my desire to understand by asking questions. Tune into the other person.

- Tell Me More
- What Else?
- Silence.

## Do You Have Any of These Negative Listening Habits?

_3 - Oops! That's Me! _2 - Sometimes Me. _1 - Never Me.	Faker: All the outward signs are there: nodding, making eye contact giving the occasional uh-huh. However, the faker isn't concentrating on the speaker. His mind is elsewhere.
_3 - Oops! That's Me! _2 - Sometimes Me. _1 - Never Me.	Stealing the Show: The person who steals the show uses the speaker's words only as a way to get to his message. When the speaker says something, and frankly it could be anything, the Stealing the Show listener steals the focus and then changes to his own point of view, opinion, story or facts. Favorite take-it-away lines are, "Oh that's nothing, here's what happened to me...", "I remember when I was..."
_3 - Oops! That's Me! _2 - Sometimes Me. _1 - Never Me.	The Interrupter: The interrupter doesn't allow the speaker to finish and doesn't ask clarifying questions or seek more information from the speaker. He's too anxious to speak his words and shows little concern for the speaker.
_3 - Oops! That's Me! _2 - Sometimes Me. _1 - Never Me.	Rebuttal-Maker: This listener only listens long enough to form a rebuttal. His point is to use the speaker's words against him. At his worst, he is argumentative and wants to prove you wrong. At the least, this person always wants to make the speaker see his point of view.
_3 - Oops! That's Me! _2 - Sometimes Me. _1 - Never Me.	The Intellectual or Logical Listener: This person is always trying to interpret what the speaker is saying and why. He's judging the speaker's words and trying to fit them into his logic box. He rarely asks about the underlying feeling or emotion attached to a message.
_3 - Oops! That's Me! _2 - Sometimes Me. _1 - Never Me.	The Advice Giver: Giving advice is sometimes helpful; however, at other times, this behavior interferes with good listening, because it does not allow the speaker to fully articulate his feelings or thoughts; it doesn't help the speaker solve his own problems; it prohibits venting; it could also belittle the speaker by minimizing a concern with a quick solution. Well-placed advice is an important function in selling and leading. However, advice given too quickly, and at the wrong time, is a turnoff to the speaker.
_____	<-----MY TOTAL SCORE

### What's Your Score?

- Total = 6 - You are a good listener.
- Total = 7 -10 - Sometimes you are a good listener.
- Total = 11 -18 - You've got some negative habits.