

Preventing & Resolving Conflict



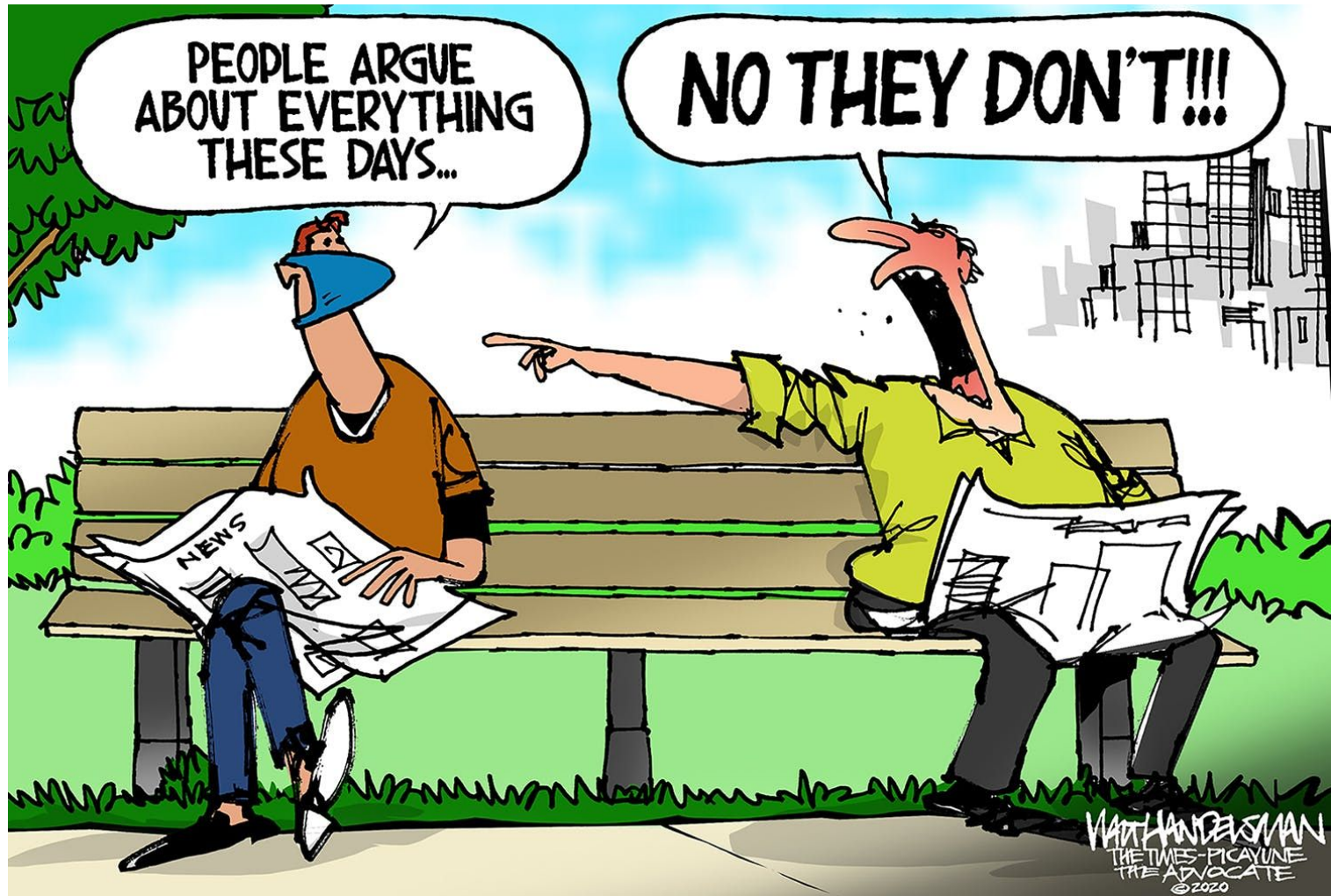
Arabella Tresilian
Accredited Mediator
Norland, 15th Jan 2021



Aims of this session

- Understand how and why conflict arises
- Feel more confident to ask for what you need from others
- Learn to say ‘a positive no’ when you need to
- Use these powerful communication skills:
 - In your accommodation (while at Norland, or with an employer)
 - In your professional work with children as a Norlander
 - In fostering good working relationships with employers
- We’ll use breakout rooms to work with the concepts
- Everything is optional – yet do jump in and get involved
- Look after your feelings and needs in this session
- Respect each others’ confidentiality

Bring paper & pen



PEOPLE ARGUE
ABOUT EVERYTHING
THESE DAYS...

NO THEY DON'T!!!

MATT HANDELMAN
THE TIMES-PICAYUNE
THE ADVOCATE
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The universal problem in our daily life:

A demand or request that is
unwelcome

A behavior that is
inappropriate or abusive

A situation or system that is
not working or not fair

The challenge is...

When we accommodate,
attack and avoid the
problem... it
festers until it
becomes a **crisis**



The challenge is...

When we accommodate,
attack and avoid the
problem... it festers
until it becomes a
crisis

The tension is...
between


Exercising your voice

and


Tending to your
relationship





A large iceberg floats in a clear blue ocean. The tip of the iceberg is visible above the water surface, while the much larger, jagged base is submerged below. The sky is bright blue with scattered white clouds. A red, jagged speech bubble is overlaid on the right side of the image, containing text.


*“They did/didn’t...
and they should/n’t
(have)...”*

An iceberg floating in the ocean. The tip of the iceberg is visible above the water surface, while the much larger, jagged base is submerged underwater. The sky is blue with some clouds, and the water is a deep blue.

*“They did/didn’t...
and they should/n’t
(have)...”*

A yellow oval containing a simple sad face with two dots for eyes and a downward-curving line for a mouth.

“I felt/feel...”

An iceberg floating in the ocean. The tip of the iceberg is visible above the water surface, while the much larger, jagged base is submerged underwater. The sky is blue with some clouds, and the water is a deep blue.

*“They did/didn’t...
and they should/n’t
(have)...”*

A yellow oval shape with a sad face expression, consisting of two small circles for eyes and a downward-curving line for a mouth.

“I felt/feel...”

A yellow sun with a central oval and several triangular rays extending outwards.

“I need/ed...”



Their WRONG

My FEELINGS

**My NEEDS &
IDENTITY**








RIGHT

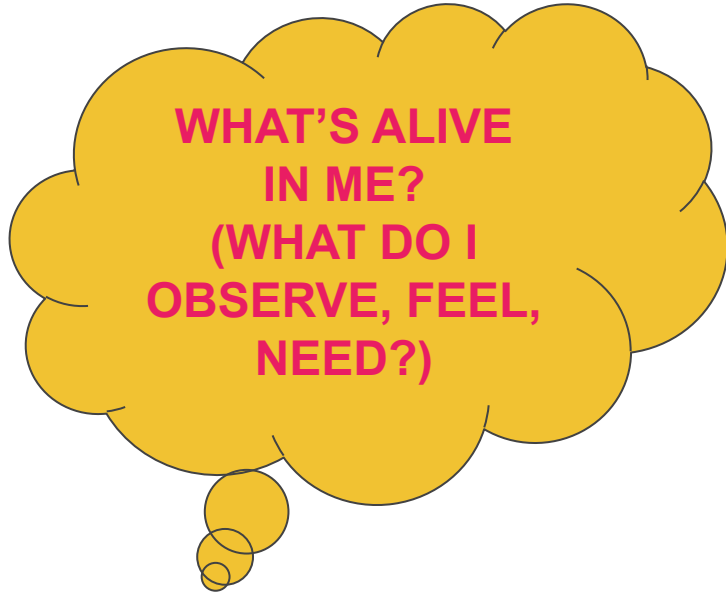
WRONG



*“Beyond ideas of right and wrong,
there is a field. I’ll meet you there.”*

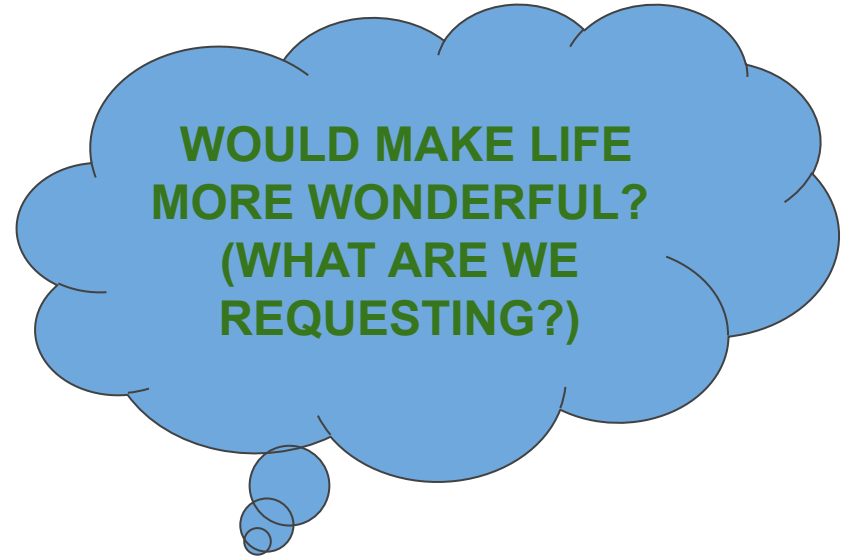
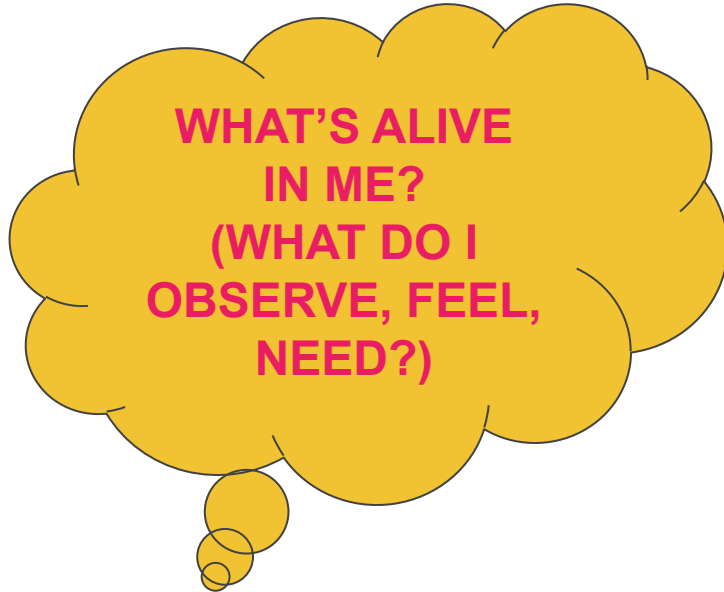
- Rumi

Needs-Based Communication:



Ref: Nonviolent Communication by Marshall Rosenberg

Needs-Based Communication



4 steps of Needs-Based Communication

For conflict prevention
and resolution

Ref: Marshall Rosenberg

1. Observations
2. Feelings
3. Needs
4. Requests



1) OBSERVATIONS

What situation or behaviour do you observe?

What specifically is the person doing or not doing that is hard for you to live with?

Not: “You always bring your friends round!”

“Specific: **“Last week, when Simon came round on Thursday and Friday evening...”**”

Some Basic Feelings We All Have



Feelings when needs are fulfilled

- Amazed
- Comfortable
- Confident
- Eager
- Energetic
- Fulfilled
- Glad
- Hopeful
- Inspired
- Intrigued
- Joyous
- Moved
- Optimistic
- Proud
- Relieved
- Stimulated
- Surprised
- Thankful
- Touched
- Trustful

Feelings when needs are not fulfilled

- Angry
- Annoyed
- Concerned
- Confused
- Disappointed
- Discouraged
- Distressed
- Embarrassed
- Frustrated
- Helpless
- Hopeless
- Impatient
- Irritated
- Lonely
- Nervous
- Overwhelmed
- Puzzled
- Reluctant
- Sad
- Uncomfortable

2) FEELINGS:
How do you feel
about this
situation or
behaviour?

**“I feel/felt +
[emotion]”**

Not:

“You make me feel..”

“I feel that you...”

HUMAN NEEDS

Physical Well Being

Clean Air
Food, Nutrition
Water, Hydration
Health, Healing
Movement
Rest, Sleep
Physical Safety
Shelter, Comfort

Significance

To Matter
To be seen, heard
Meaning
Wholeness
Unity
Beauty
Simplicity
Wisdom

Interdependence

Empathy
Trust
Support
Communication
Mutual Respect
Consideration
Feedback
Nurture, Care, Love
Understanding
Gratitude
Companionship
Contribution
Mutuality
Touch, Connection
Collaboration
Recognition
Generosity

Vitality

Autonomy, Choice
Learning, Growth
Play, Fun, Laughter
Creativity
Stimulation, Challenge
Explore, Discover
Spontaneity
Competence
Impact, Effectiveness
Ease, Efficiency
Resources (\$, tools, info...)

Authenticity

Honesty
Integrity
Clarity
Humility
Transparency

Self Awareness

Self-Connection
Self-Compassion
Self-Acceptance
Self-Responsibility
Reflection
Insight, Discernment

Community

Belonging
Inclusion
Harmony, Peace
Acceptance
Solidarity
Celebration
Mourning
Personal Space
Justice (Restorative)
Predictability

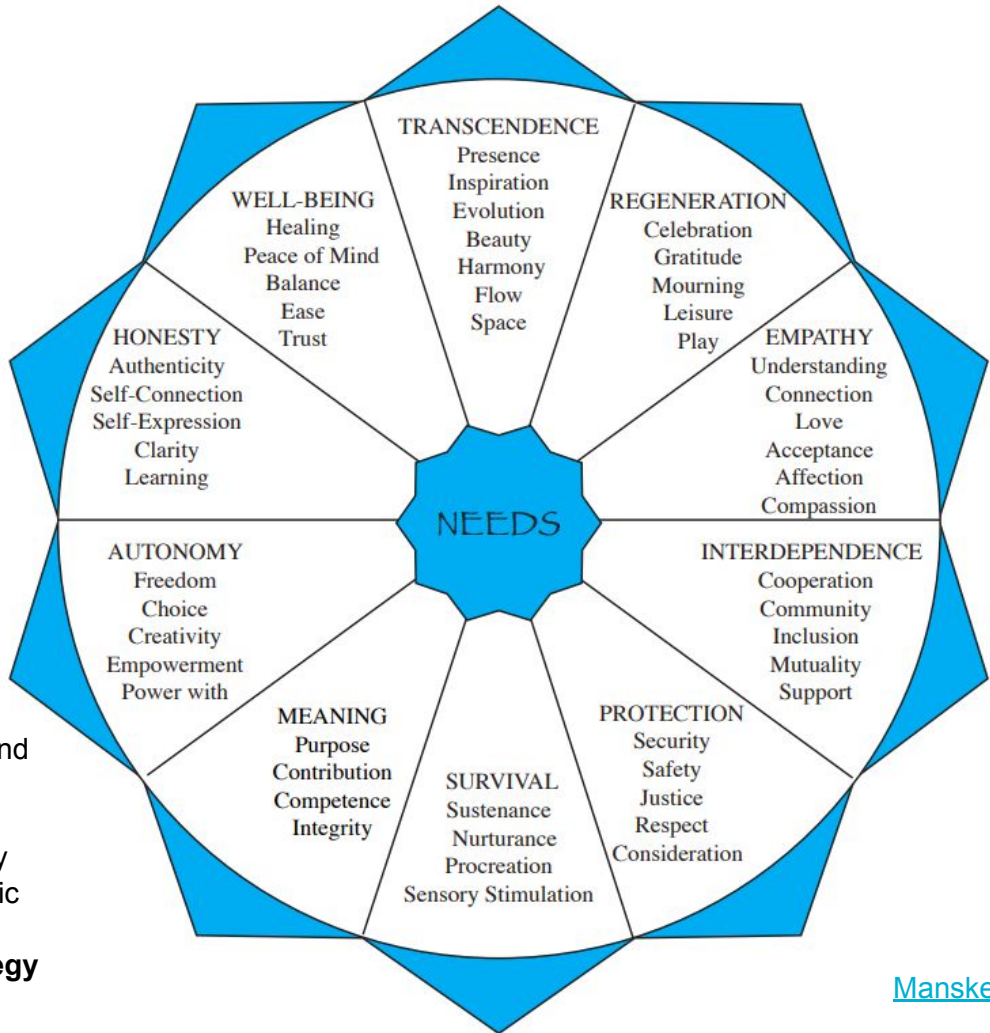
3) NEEDS:
What need of
your is not
being met by
this person's
behaviour?

**“I feel ... because
I need ...”**

We can find it hard
to talk about our
needs, especially
as adults, but
having needs is
what makes us
human.



“I feel ... because I need ...”



Needs =

- Resources required to sustain and enrich life.
- Needs are universal.
- Needs make no reference to any specific person doing any specific thing.
- Key Distinction: **Need vs. Strategy (to meet a need)**

REQUESTS

4) REQUESTS:
What specifically would you like the other person to do that would 'make life more wonderful for you'?

Make it easy for them to action.

This is not a demand so..

Allow for them to say no by asking:
"Would you be willing/prepared/able to..?"

EXAMPLE

Observation: I found dirty clothes on the floor of the bedroom.

Feeling: I feel frustrated,

Need: because I need an orderly living space.

Request: Would you be willing to put your clothes in the in the hamper when you take them off?



"When _____ (describe action),
I feel _____ (share feeling) because I
have a need for _____ (state need).
Would you consider _____?" (make request)



When I...

"I felt/feel..."

"I need/ed..."

"Would you be willing to...?"



A

Has taken
the bins
out the
last 2
weeks

B

Another
housemate



A

B

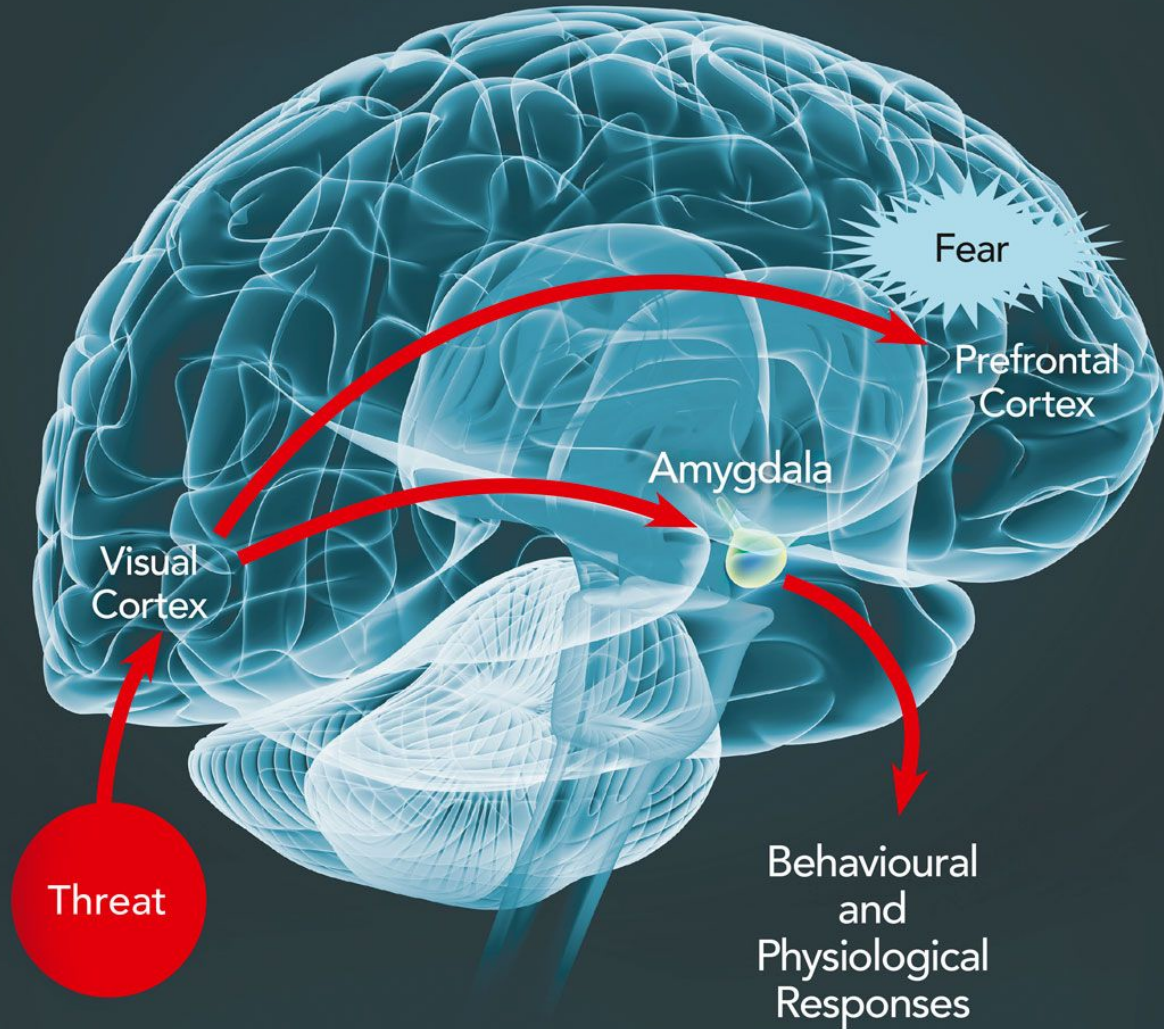


A

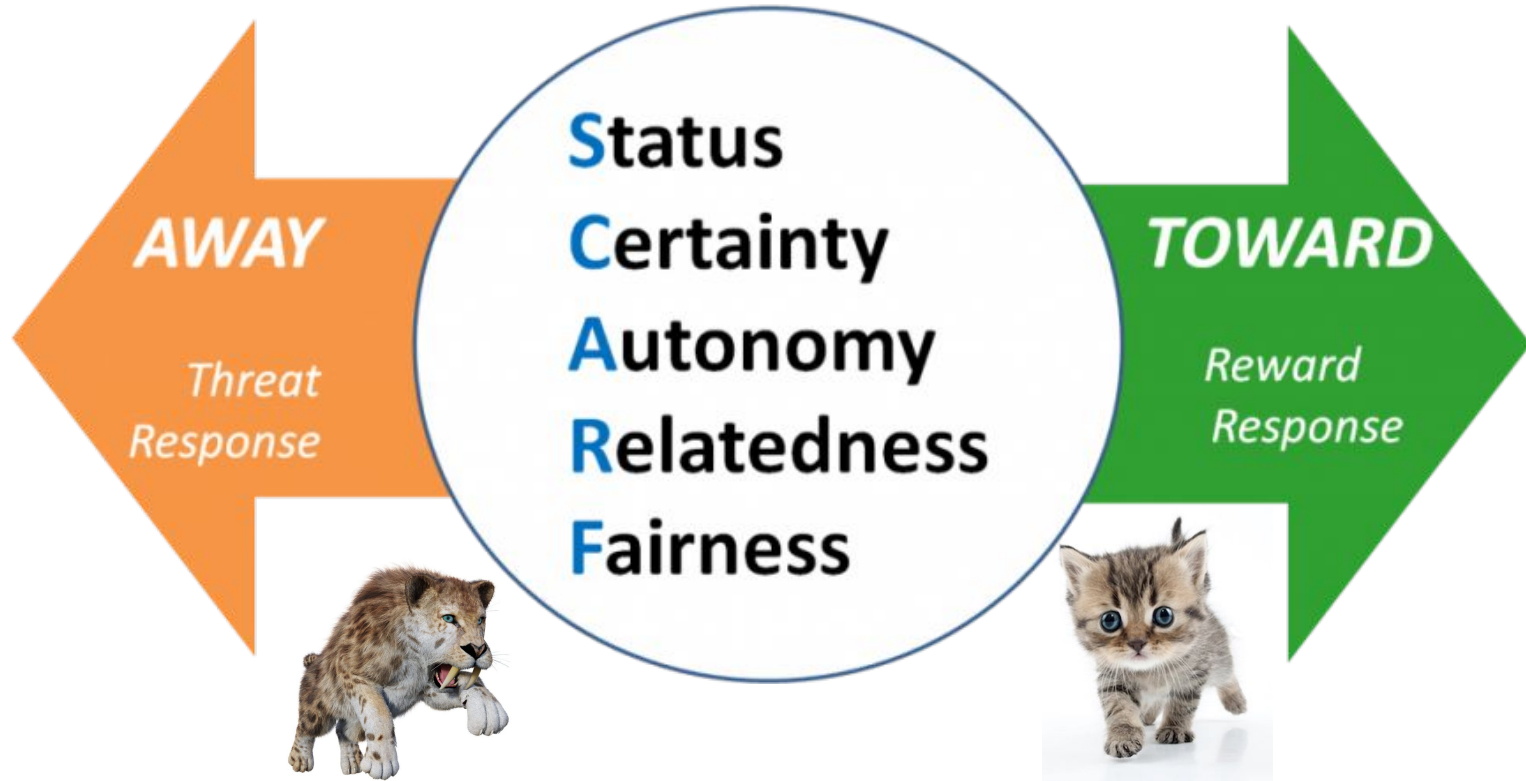
Likes the heating off

B

Likes the heating on

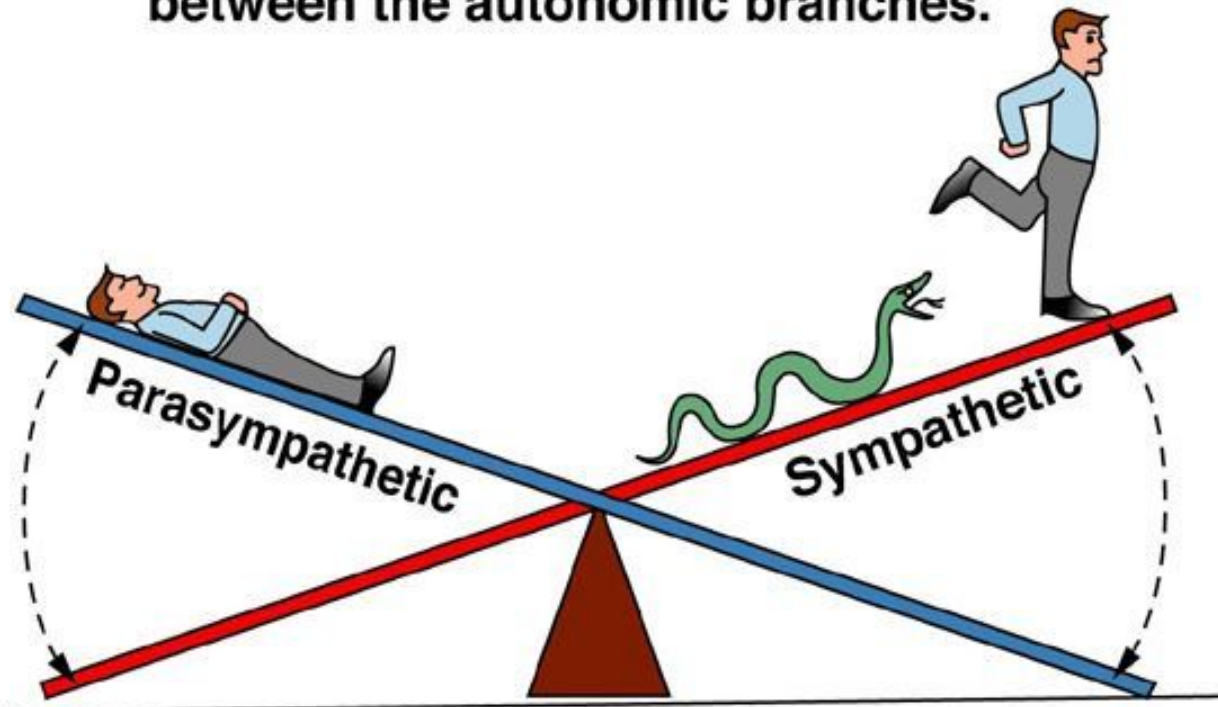


The 'SCARF Model' of the brain's responses



Your Brain at Work by David Rock (2009)

Homeostasis is a dynamic balance between the autonomic branches.



**Rest-and-digest:
Parasympathetic
activity dominates.**

**Fight-or-flight:
Sympathetic activity
dominates.**

Building your wellbeing and helping you cope

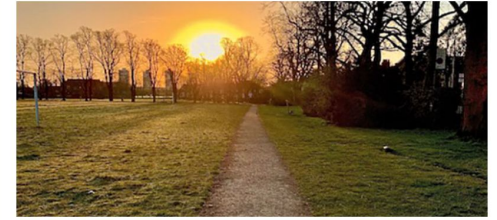
If you or someone you know is struggling with this very challenging situation we are all in, please keep reading for ways to feel a bit calmer and ideas to help you cope.

<https://wellbeingandcoping.net/>



About this website

View



How are you feeling right now?

View



Ideas to help you cope and build your wellbeing using the 30-3-30 approach

View



How to create a Wellbeing Plan and other advice and information

View

THE POWER OF A
**POSITIVE
NO**

HOW TO SAY **NO** &
STILL GET TO **YES**

WILLIAM URY, Ph.D.

Co-author of the phenomenal international
bestseller *Getting to Yes*

“The other often much prefers a clear answer, even if it is No, than continued indecision and waffling.”

— William Ury, *The Power of a Positive No: How to Say No and Still Get to Yes*

THE POWER OF A
POSITIVE
NO

HOW TO SAY NO &
STILL GET TO YES

WILLIAM URY, Ph.D.

Co-author of the phenomenal international
bestseller *Getting to Yes*

“Yes!”

Receive the good intent.
State what’s important to
you. Show appreciation.

“No.”

A matter of fact No sets a
clear limit

“Yes?”

Possibility? An invitation to
reach another agreement



THE POWER OF A
POSITIVE
NO


HOW TO SAY **NO** &
STILL GET TO **YES**

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The keys to building a better decision-making process

 Set the best possible conditions for decision-making




 Manage disagreements



 Define the problem well



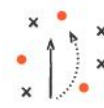
 Set clear and realistic deadlines



 Support different approaches to critical thinking



 Turn decisions into actions



Gradients of Agreement

1. Whole-hearted Endorsement "I really like it."

2. Agreement with a Minor Point of Contention "Not perfect, but it's good enough."

3. Support with Reservations "I can live with it."

4. More Discussion Needed "I don't understand the issues well enough yet."

5. Don't Like, But Will Support "It's not great, but I don't want to hold up the group."

6. Serious Disagreement "I am not on board with this – don't count on me."

PERSONALITY TYPES

Analysts



“ARCHITECT”

INTJ (-A/ -T)

(/intj-personality)

Imaginative and strategic thinkers, with a plan for everything.



“LOGICIAN”

INTP (-A/ -T)

(/intp-personality)

Innovative inventors with an unquenchable thirst for knowledge.



“COMMANDER”

ENTJ (-A/ -T)

(/entj-personality)

Bold, imaginative and strong-willed leaders, always finding a way – or making one.



“DEBATER”

ENTP (-A/ -T)

(/entp-personality)

Smart and curious thinkers who cannot resist an intellectual challenge.

<https://www.16personalities.com/free-personality-test>

Diplomats



“ADVOCATE”

INFJ (-A/ -T)

(/infj-personality)

Quiet and mystical, yet very inspiring and tireless idealists.



“MEDIATOR”

INFP (-A/ -T)

(/infp-personality)

Poetic, kind and altruistic people, always eager to help a good cause.



“PROTAGONIST”

ENFJ (-A/ -T)

(/enfj-personality)

Charismatic and inspiring leaders, able to mesmerize their listeners.



“CAMPAIGNER”

ENFP (-A/ -T)

(/enfp-personality)

Enthusiastic, creative and sociable free spirits, who can always find a reason to smile.

Sentinels



“LOGISTICIAN”

ISTJ (-A/ -T)

(/istj-personality)

Practical and fact-minded individuals, whose reliability cannot be doubted.



“DEFENDER”

ISFJ (-A/ -T)

(/isfj-personality)

Very dedicated and warm protectors, always ready to defend their loved ones.



“EXECUTIVE”

ESTJ (-A/ -T)

(/estj-personality)

Excellent administrators, unsurpassed at managing things – or people.



“CONSUL”

ESFJ (-A/ -T)

(/esfj-personality)

Extraordinarily caring, social and popular people, always eager to help.

<https://www.16personalities.com/free-personality-test>

Explorers



“VIRTUOSO”

ISTP (-A/ -T)

(/istp-personality)

Bold and practical experimenters, masters of all kinds of tools.



“ADVENTURER”

ISFP (-A/ -T)

(/isfp-personality)

Flexible and charming artists, always ready to explore and experience something new.



“ENTREPRENEUR”

ESTP (-A/ -T)

(/estp-personality)

Smart, energetic and very perceptive people, who truly enjoy living on the edge.



“ENTERTAINER”

ESFP (-A/ -T)

(/esfp-personality)

Spontaneous, energetic and enthusiastic people – life is never boring around them.