

The Conflict Confidence Method™



My 6 Top Tips for More Confidence with Managing Conflict

Understand the clues to better manage conflicts
and how you can make a positive difference
in difficult conversations, arguments or disputes.





6 Top Tips to build your Conflict Confidence Skills

1 Everyone is the star of their conflict story

We all love a bit of drama. Particularly when we are at the centre of the tragedy...

However, in truth, there is no 'reality story' in a conflict. There is simply your perspective, and the other person's perspective.

Sometimes, you may not even know what old stories are disrupting your current perspective. You certainly won't know what these are for any other person.

You are therefore very likely to misinterpret, judge and be overly critical about another person's reactions and responses.

REMEMBER

Instead of re-telling your story, try shifting your focus to open curiosity about other person's perspectives.

2 Conflict is all about drama, chaos and confusion

More than often, we tell our version of the conflict story as if there is an obvious *wrong* and an obvious *right*.

We tend to prefer the version where we are obviously *right*.

Yet conflicts provide opportunities for new insights, compassion and courage.

Through conflict, you can gain a deeper understanding of yourself and develop more empathy for others.

REMEMBER

What part of being 'right' or what resentment about being hurt do you need to let go of to see a clearer story?



3 The Drama Pattern: Victim, Villain and Rescuer

Every myth or fairy tale, every movie or book, follows an age-old pattern, a common narrative, that you are probably very familiar with - without even realising it.

Think of your one of your favourite stories:

- There will be a Villain, a bully, tyrant or tormentor who needs to be brought to justice.
- There will be a Victim, someone who is misunderstood, isolated or unfairly treated, who must suffer trials and tribulations.
- Hopefully there is a hero/ine, a Rescuer, selfless martyr or committed liberator, who will protect the Victim and find out the Villain's tricks.

Too often you might cast yourself in one of these three roles but end up feeling like you somehow, without knowing how, are now playing a different part in the drama!

- Sometimes the Victim overcomes all odds, and in the end, feels like the new hero/ine or Rescuer.
- The Villain is often meant to be punished and feels like a Victim as a result. Or perhaps s/he can be redeemed through a selfless rescuing act.
- The Rescuer may feel that their efforts were unappreciated and feel angry and punished for their hard work. Or perhaps they are overwhelmed by all of this responsibility to fix things, and feel like a Victim as a result.

The drama template is seen differently from each person's perspective, hence the inevitable conflict chaos.

You are probably the Villain, or perpetrator, for the other person. S/he probably feels innocent.

S/he may also feel like the Victim.

Too often conflicts escalate because each person is competing for the role of Victim and busy casting the other person as the Villain.

REMEMBER

The biggest misunderstanding may be that you are both competing for the role of victim in this conflict.





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4 The heart of conflict is hope for positive change

In most cases, unresolved conflicts have hidden underlying issues and often unspoken needs that deserve to be understood and shared so that an innovative solution to the problem can be developed.

Conflicts are emotionally charged and your defenses and fears often outweigh your constructive reasoning. All parties in this conflict will have different stories about 'who-should-do-what' to rectify this difficult situation. The trouble is, many people will readily present what outcomes they don't want, and in great detail.

It is risky to put something out there that is deeply important and highly valued to you. You may struggle to be able to clearly state your optimism, hopes and goals for positive outcomes.

REMEMBER

Complaints and criticism often mask deeper longings for positive change.

5 Humans are prone to make mistakes

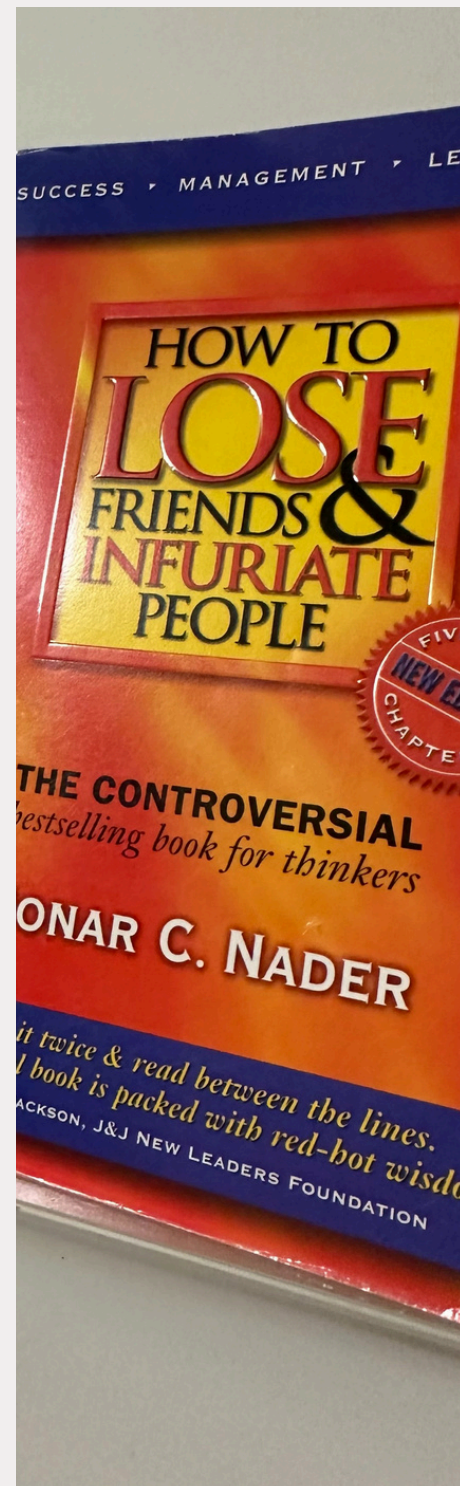
You have contributed to some of the problems in ways you probably don't (and maybe won't ever) fully appreciate. The other person has also contributed to some of the problems in ways they probably don't (and maybe won't ever) fully appreciate.

From the other persons perspective, you possibly said something hurtful, behaved badly or appeared disapproving. From your perspective, the other person possibly said something hurtful, behaved badly or appeared disapproving.

We inadvertently make mistakes in so much of our communication. We didn't hear all that was said. We didn't accurately or concisely put our thoughts into words. We made the wrong assumption. We got lost in our own thoughts when we were meant to listen ...(and probably didn't want to admit it.)

REMEMBER

Be as generous and compassionate with the mistakes and errors of others as you would like them to be with your own mistakes and errors.





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6 Ask Questions to Learn *not* to Prove You're Right

The way you remember events probably differs a lot from how the other person recalls it. They may have a completely different version of the story that you hardly recognise at first.

Your emotional responses are not necessarily accurate indicators of another person's intentions.

'Why' questions are often not that useful, for one thing, because we often ask them assuming there will be one answer. 'Why' questions almost always sounds like criticism.

Do you tend to lean towards evaluating the motives of another person and asking questions to validate your opinions or prove you were right?

Watch out for your unconscious biases. Conflicts provide you with a lot to explore as well as opportunities to learn more about yourself.

Privilege, racism, gender-bias and down-right stubbornness can create biases and limit your insight and understanding.

REMEMBER

It is always more useful to focus on taking responsibility for your own actions and make repairs for them, than it is to focus on what the other person '*should*' have done differently.

Want to learn more about
the 6-Steps to Conflict Confidence?

I have developed lots of great resources to help you build better relationships and successfully resolve conflict at work and at home.

Find more resources and learn about my coaching, training and consulting services here



Contact Elizabeth Williamson
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The Conflict Confidence Method™

The 6 Steps



The 6 Skills

The Conflict Confidence Method distills the best research and evidence-based expertise in conflict resolution, relationship skills and business behaviours to help you systematically predict, assess and navigate workplace and personal conflicts.

It provides a clear framework to interpret complex situations, an assessment of priorities and focus to lead positive change.

This is a straightforward toolbox filled with the practical information and critical skills you need to predict problems before they escalate into conflicts, maintain your cool under pressure and reduce defensiveness, fault-finding and blame.

The 6 Conflict Confidence steps will equip you to:

- 1) Analyse and better understand what is contributing to this conflict.
- 2) Remain calm when you need to and when others are getting heated.
- 3) Conserve your emotional energy by avoiding unnecessary dramas and disputes
- 4) Have great strategies to say what you need, what you want and understand other's needs and priorities too.
- 5) Keep your focus on what's important to negotiate successful, shared outcomes.
- 6) Have support and resources to remain resilient and look after yourself well in stressful situations.



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