Conflict De-escalation and Resolution

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Thor Projects
Objectives

• De-escalate angry people
• Use techniques for understanding the root problem
• Synthesize solutions to problems
All conflict comes from just two sources...
Perspective
What’s this?
And this?
Myers & Briggs Type Indicator

- Attitudes: Extroverted, Introverted
- Functions: Sensing, Intuiting
- Judging: Thinking, Feeling
- Lifestyle: Judging, Perceiving
Foundations of Morality

- Care / Harm
- Fairness / Cheating
- Liberty / Oppression
- Loyalty / Betrayal
- Sanctity / Degradation
- Authority / Subversion
Understanding Conflict

“To come into collision or disagreement; be contradictory, at variance, or in opposition; clash”
The Conflict Resolution Process

- **Address the Emotion**
  - Get Centered
  - Reflect Emotion

- **Understand the Problem**
  - Listen
  - Reflect
  - Verify

- **Understand the Real Objective**
  - Means and Ends
  - Root Cause Analysis

- **Create Options**
  - Seed Win-Win
  - Elicit
  - Enhance

- **Select the Option**
  - Weigh the Options
  - Decide
Reflect Emotions

• Ignore the “real” problem – initially
• Acknowledge the emotions
Emotional Flooding

- Amygdala asserts control
- Executive function is not in control
- Time is necessary for recovery
Centering

- It’s not like the great masters never lose their center...
  - They discover it sooner
  - They recover faster
Feeling Safe
Detachment from Outcomes
Understanding Anger

- Disappointment directed
- Disappointment is judgement-based
- Who (or what) are you disappointed in?
Judgement: The Barrier to Connection
Understand the Problem

“Confidence is what you have before you understand the problem.” – Woody Allen
Understanding is not Agreement
<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
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<tbody>
<tr>
<td>Observable “data” and experiences</td>
<td></td>
</tr>
<tr>
<td>I select “data” from what I observe</td>
<td></td>
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<tr>
<td>I add meaning (cultural and personal)</td>
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<tr>
<td>I make assumptions (based on the meanings I added)</td>
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<tr>
<td>I draw conclusions</td>
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<tr>
<td>I adopt beliefs about the world</td>
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<tr>
<td>I take actions based on my beliefs</td>
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Active Listening

- You’ve Been Told To...
  - Reflect – “I think I heard you say…”
  - Paraphrase – Use different language
- But You Really Need To...
  - Make Sense – “You said _____ and I believe you mean ______”
Understanding the Real Objective
Means vs. Ends
Means and Ends

• Do you really want a lot of money?
• ... or do you want what you believe money will bring you?
Seed

• Get them started talking
• Provide answers that are win-win, not win-lose
Enhance

• Build on idea
• Extend concept
Selecting the Option
Revert to Rules

• If there’s no possible solution, revert to the rules

• Enforce the rules when they’re necessary to diffuse the conflict, not before
Lean on the Law

• Law is the last resort
• Everyone loses when the law is involved
Falling on Your Sword (Apology)

• Acknowledge your faults and apologize
• Peoples’ attacks are smaller
• Don’t argue others’ issues
Using Contrast

- I’m not saying...
- [But] I am saying...
ABC

- Agree – Tell others when you agree
- Build – Add data when it’s missing
- Compare – Suggest where you differ
Listen, Don’t Reload
Exercise: How Safe Are You?
Exercise: Assessing Your Motivators
Exercise:
Anger is Disappointment Directed
Thank You

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