

Disruptive Behaviours Events

Approach To Conflict Resolution

Steps to Conflict Resolution

- Step 1:** Define the problem
- Step 2:** Think of all possible solutions
- Step 3:** Evaluate the possible solutions
- Step 4:** Decide on the best solution – one acceptable to all parties
- Step 5:** Implement the decision
- Step 6:** Evaluate the results

How to Resolve Conflict

Conflict Resolution is the process that occurs when a real or perceived difference exists in the ideas, feelings or actions of two or more people.

Hints to assist with conflict resolution:

- Listen to and acknowledge the other person's feelings and points of view
- Reassure the person that you want a solution
- Remain pleasant and confident
- Suggest one or several solutions
- Be willing to compromise
- Be open to and encourage suggestions from the other person

Non Assertion

Definition

Violating one's own rights by failing to express honest feelings, thoughts and beliefs and consequently permitting others to violate oneself, or expressing ones thoughts and feelings in such an apologetic, diffident, self-effacing manner that others can easily disregard them.

Goal

To appease others and to avoid conflict at any cost.

Basic Message

I don't count – *you can take advantage of me*

My feelings don't count – *you can take advantage of me*

My thoughts aren't important – *yours are the only ones worth listening to*

I am nothing – *you are superior*

Aggression

Definition

Directly standing up for personal rights and expressing thoughts, feelings and beliefs in a way which is often dishonest, usually inappropriate and always violates the rights of another person.

Goal

Domination and winning, forcing the other person to lose. Winning is insured by humiliating, degrading or belittling, or overpowering other people, so that they become weaker and less able to express and defend their needs and rights.

Basic Message

This is what I think – *you're stupid for believing differently*

This is what I want – *what you want isn't important*

This is what I feel – *your feelings don't count*

Assertion

Definition

Standing up for personal rights and expressing thoughts, feelings, and beliefs in direct, honest, and appropriate ways which do not violate another person's rights.

Goal

Communication and 'mutuality'. That is, to get and give respect, to ask for fair play, and to leave room for compromise when the needs and rights of two people are in conflict.

Basic Message

This is what I think

This is what I feel

This is how I see the situation



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1300 687 327

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"I" Statements

"I" Statements communicate your needs and wants:

- They give you the power to create change
- One good "I" Statement can provide a turning point in a conflict situation
- Others do not necessarily know how you feel or what you need unless you communicate this to them
- Make short statements that are clear and to the point. Pause if necessary to make sure the other person understands what you are saying

"I" Statements are used in situations where you:

- Have a strong emotional response
- Are annoyed or irritated by another person or something that's happened
- Are wanting to tell someone what you think of them or how you do NOT want them to behave

The purpose of an "I" Statement is:

- To make a clear, clean statement of your experience - in a way that the other person will be able to hear without being defensive, eg:

When... a simple statement of fact

I feel...a word or two. The feeling is owned by you and implies no blaming

Because I... OR desired change... focuses on why you feel the way you do or the desired change.

For example...

"Mr Smith, when you start talking before I finish what I am saying I feel unheard/annoyed because I think what I have to say is important/and I would like to be able to finish my sentences."

Assertiveness Rights

- The right to act in ways that promote your dignity and self-respect as long as other's rights are not violated
- The right to be treated with respect
- The right to say no and not feel guilty
- The right to experience and express your feelings
- The right to take time to slow down and think
- The right to change your mind
- The right to ask for what you want
- The right to do less than you are humanly capable of doing
- The right to ask for information
- The right to make mistakes
- The right to feel good about yourself

Some Distorted Thinking Styles

Filtering – looking at the world through dark blue glasses. This is where we take and magnify all the negative details, while filtering out all the positive aspects of a situation.

Over-generalisation – this happens when we come to a general conclusion, based on a single piece of evidence. We may say things to our children, when they do something we don't agree with, like 'you terrible child, you never do the right thing'.

Catastrophising – this is sometimes called 'expecting the worse'. You expect disaster, and talk yourself into it. It is often referred to as the 'what if?' Syndrome – 'What if I fail?' 'What if my child gets sick?' 'What if I don't get the job?' 'What if she doesn't like me?'

Emotional reasoning – this is when you believe what you feel must be true. If you feel silly and boring, then you must be silly and boring.

Being right – this is when we act as if we are always on trial to prove that what we say and do is correct. We become extremely defensive to prove we were not wrong.

Blaming – here, you hold other people responsible for the pain and unhappiness that you are feeling – 'it's your fault, you make me feel angry'. Or you blame yourself for everything that goes wrong – 'I'm hopeless'.

Shoulds and musts – sometimes we use 'shoulds' and 'musts' as if there is some universal law to back them up – 'you should do the right thing by me', 'I must always have things the way I like them'.

Martyr syndrome – this is when you expect all your sacrifice and self-denial to pay off. You get awfully bitter when the reward doesn't come.

Positive Thinking Styles

There is an alternative way of thinking, which is far more positive, rational and solution-orientated. It really is not that difficult. All it takes is:

1. The desire to do it.
 2. Remembering to do it.
 3. Practise, practise, practise – just like the professional sports person.
- Flexible – you see other points of view, getting as many facts as possible, and you have a willingness to learn;
 - Adaptable – you have an ability and willingness to change if need be, rather than being defensive and blocking off new ideas;
 - Rational – you keep things in perspective. There are no 'shoulds' or 'musts';
 - Positive – 'I can... I am able to ... how do I?... I want to resolve this';
 - Solution-orientated – you ask how can we both get what we want. You have a win-win attitude. You are problem-solving without being oppositional, or blaming or indulging in the 'poor me' syndrome.