



De-Escalation & Conflict Transformation

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LEARNING OBJECTIVES

1. Understand the psychological realities of managing and transforming conflict.
2. Identify the types of conflict management styles.
3. Recognize your own strengths and weaknesses in conflict management.
4. Learn how to SHIFT and utilize different conflict styles when communicating with others to produce better outcomes (transformation).
5. Creating a space that aligns and honors our differences.

QUOTE FOR THE DAY

“You can’t see it in them unless you have a little bit in you!”

- Unknown

“Never wrestle with a pig because you'll both get dirty but the pig likes it.”

- George Bernard Shaw

OPENING THOUGHTS

- With gratitude, optimism (hope) is sustainable! Where there is no hope, there is no life! – Michael J. Fox
- Crises are opportunities for growth and reconciliation
- Ask yourself:
 - 1) *Is it worth it for you to have a different kind of relationship with this person?*
 - 2) *Can I initiate, be humble, and LISTEN?*

IDENTIFYING CONFLICT

- Think of a recent situation in which you experienced conflict (family, friends, coworker, neighbor, committee)
- Provide a descriptive word of what that experience (conflict) brings to mind

RULES OF CONFLICT

- where one party *perceives* its interests as opposed or set back by another party

- Functional v. Dysfunctional

- 1) Conflict is inevitable

- 2) Human nature is flawed

- 3) Misery loves company

- 4) The only thing you have control over is YOU!

Conflict Antecedents

1) Personality

2) Miscommunication

- Unclear messages, rules, policies, or boundaries

3) Competition for or access to resources (“isms”)

4) Interdependency (power)

5) Triggers

- Previous unresolved conflicts (history, trauma)

Desired Outcomes (Transformation)

- 1) Agreement (without being disagreeable)
- 2) Stronger relationships
- 3) Learning
 - self-awareness, creative problem solving
- 4) Maximize outcomes of task
 - Product (end result)
 - People (feelings expressed and managed)

Typical Conflict Responses

- **Shark (Dominating)**
- **Teddy Bear (Obliging)**
- **Turtle (Withdrawing)**
- **Fox (Compromising)**
- **Wolf (Collaborating)**



Goals of Interpersonal De-Escalation



- 1) To re-humanize the parties involved
- 2) To Defuse the situation - shift the energy
- 3) Create space for potential conflict transformation
- 4) Lead with your heart

Where To Start – What's Going On With You?

Cash Register

- What is it that I want? What do they want?
Are there similar goals/needs?



- Win, Look Good, Setting Up The Fight
(*power techniques*)



- Emotions & Centering



WHAT'S GOING ON WITH THEM?

- There are too many reasons (good & bad) why someone is being challenging (“difficult”).
- Understand their history
- Empathize & validate (“I hear what you’re saying”)
- Remain objective (on the outside)
- Don’t take personal (even if they make it that way)

5 Steps for Transforming Conflict/Conversation

- Be quiet and LISTEN to their words, let them vent, reflect (So it sounds like...), empathize
- ASK a deeper question to understand intent, (enrollment => empower the client)
- OFFER a solution that bridges the gap
- Take ACCOUNTABILITY for making a next step happen
- THANK them after fixing it/working through it

ACTIVE LISTENING

- Make sure you are positioned (body language) to listen
- Allow speaker to fully share their story
- Do not interrupt with questions or comments
- Minor clarity questions are allowed
- Once they stop or pause, ask them if there is anything more they would like to share
- Thank them for sharing
- Reflect what they said to ensure you (receiver) understood

OTHER TECHNIQUES

- How can I show up to support you better?
- Would you like to speak to my direct supervisor?
- What do you suggest? What has worked for you in the past?
- You seem angry, are you angry at me? I want to be on your side, can we do that? Let's start over...


CLOSING THOUGHTS

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THANK YOU!

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This presentation is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$3.3 million with 0% financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government.