

# Turning Conflict into Profit

A Roadmap for Resolving Personal  
& Organizational Disputes



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...we cannot avoid conflict, conflict with society, other individuals and with oneself. Conflicts may be the source of defeat ... but they may also lead to greater depth of living and the birth of more far-reaching unities... karl jaspers

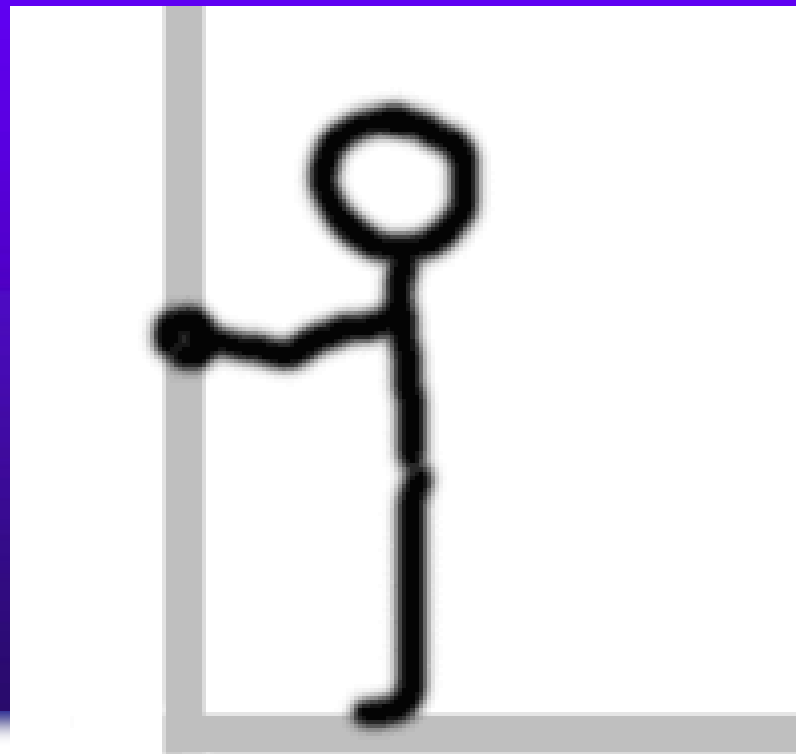


Do you want to be right  
or  
do you want to be happy?



# The Conflict Trap

## 1. Denial



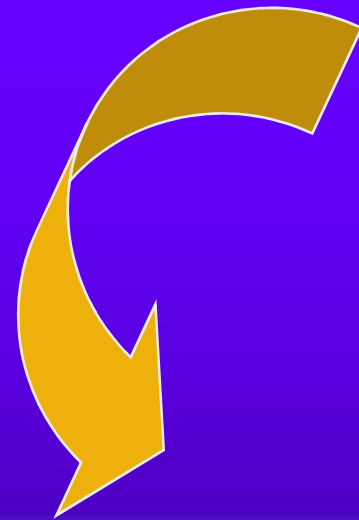


## In Denial we think:

- ◆ This isn't really happening
- ◆ It's not my problem – it's theirs'
- ◆ It will go away if I don't say something
- ◆ I'm fine (when I'm really not)
- ◆ It's no big deal
- ◆ I shouldn't care about this



# The Conflict Trap



1. Denial

2. Despair





# In Despair

We feel:

- ◆ Afraid, depressed, confused
- ◆ Angry, frustrated, embarrassed
- ◆ Helpless, hopeless, resigned

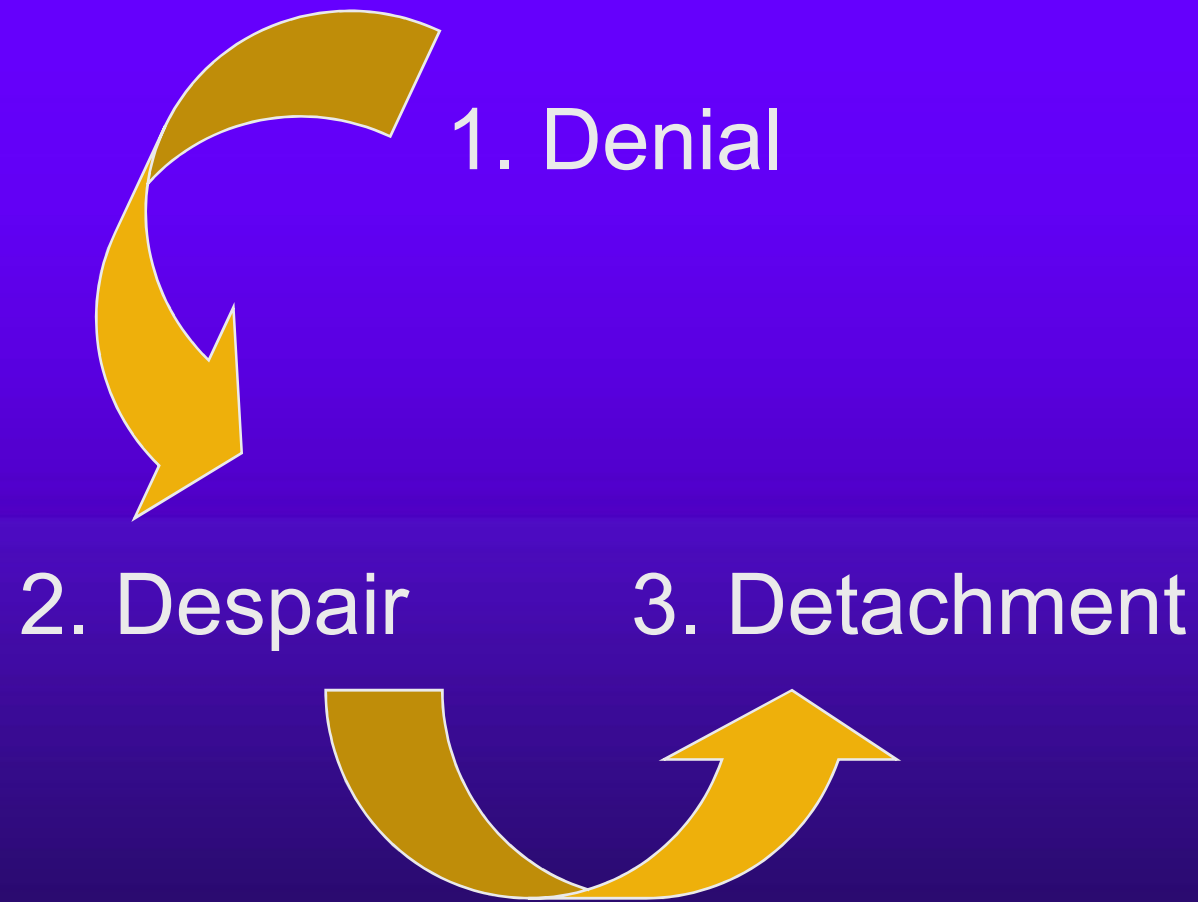
We think:

- ◆ It's so unfair
- ◆ It's their fault
- ◆ Why me?!





# The Conflict Trap





# In Detachment we think

We feel:

- ◆ Numb

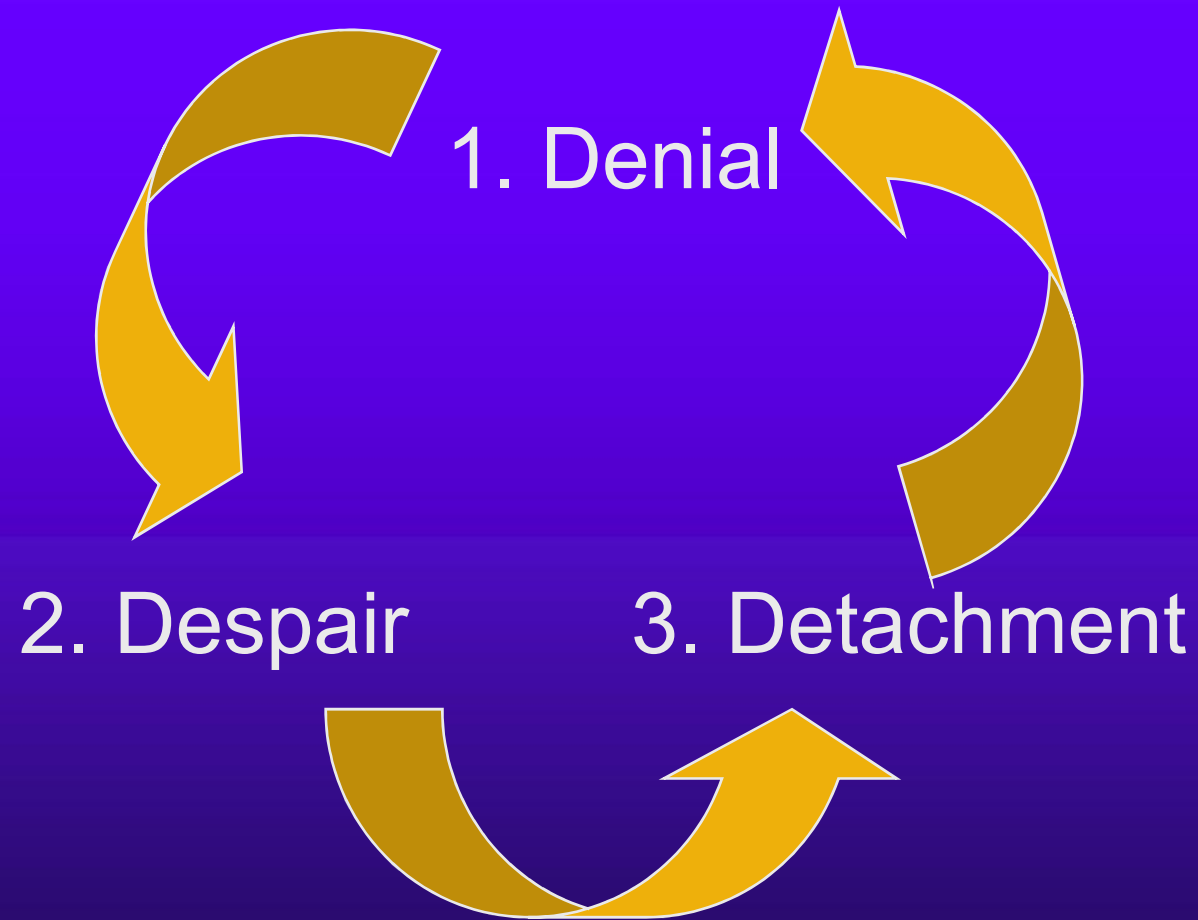
We think:

- ◆ I don't care
- ◆ I'll just go on without them
- ◆ I have other friends/family
- ◆ Just forget about it
- ◆ Not my problem





# The Conflict Trap





# Two Rights often Make a Wrong





# What Traps Us?

- ◆ Focus on right(s) & wrong(s)
- ◆ Assumptions we believe are facts
- ◆ Competitive (win/lose) mindset
- ◆ Defenses and other Drives
- ◆ Miscommunication
- ◆ Culture and cultural differences
- ◆ Emotion



# We get trapped by...

◆ Charging in



◆ or Leaning away





Lean into it.



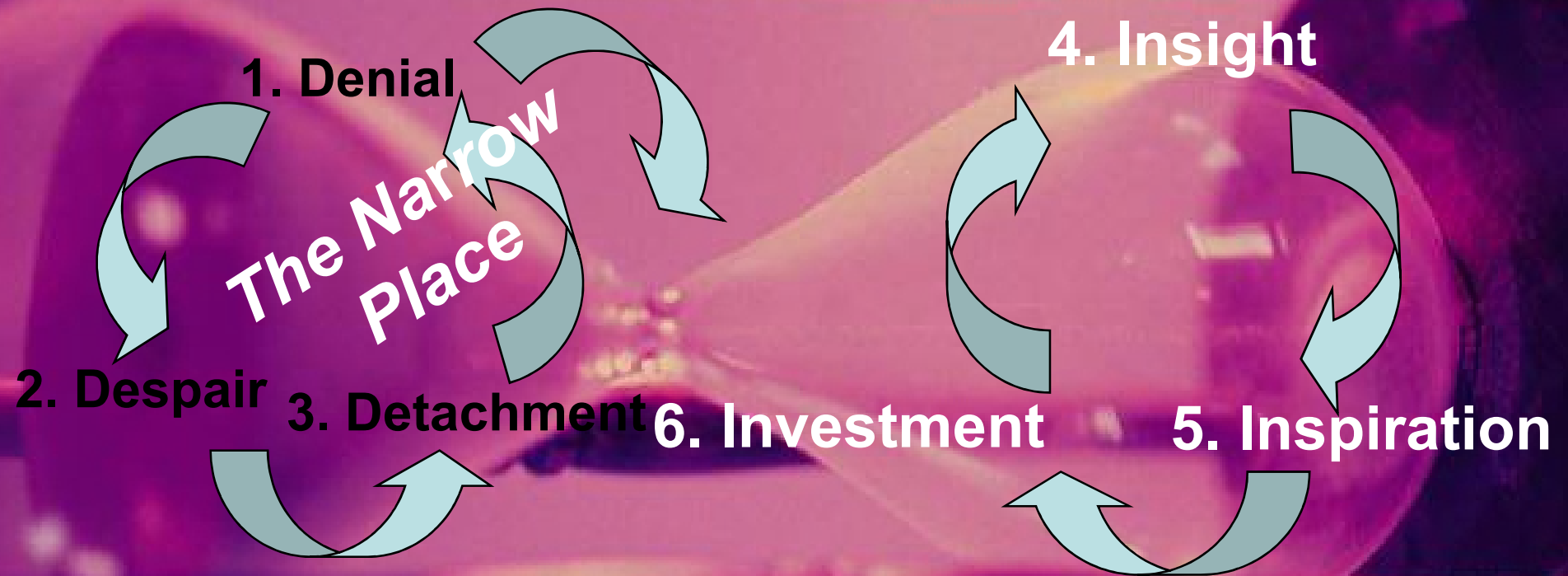
# The Narrow Place



- ◆ Curiosity
  - stay curious
- ◆ Courage
  - show up & persist!



# The Hourglass Effect





# The 5 Steps to Resolution

## ◆ Tap the Energy



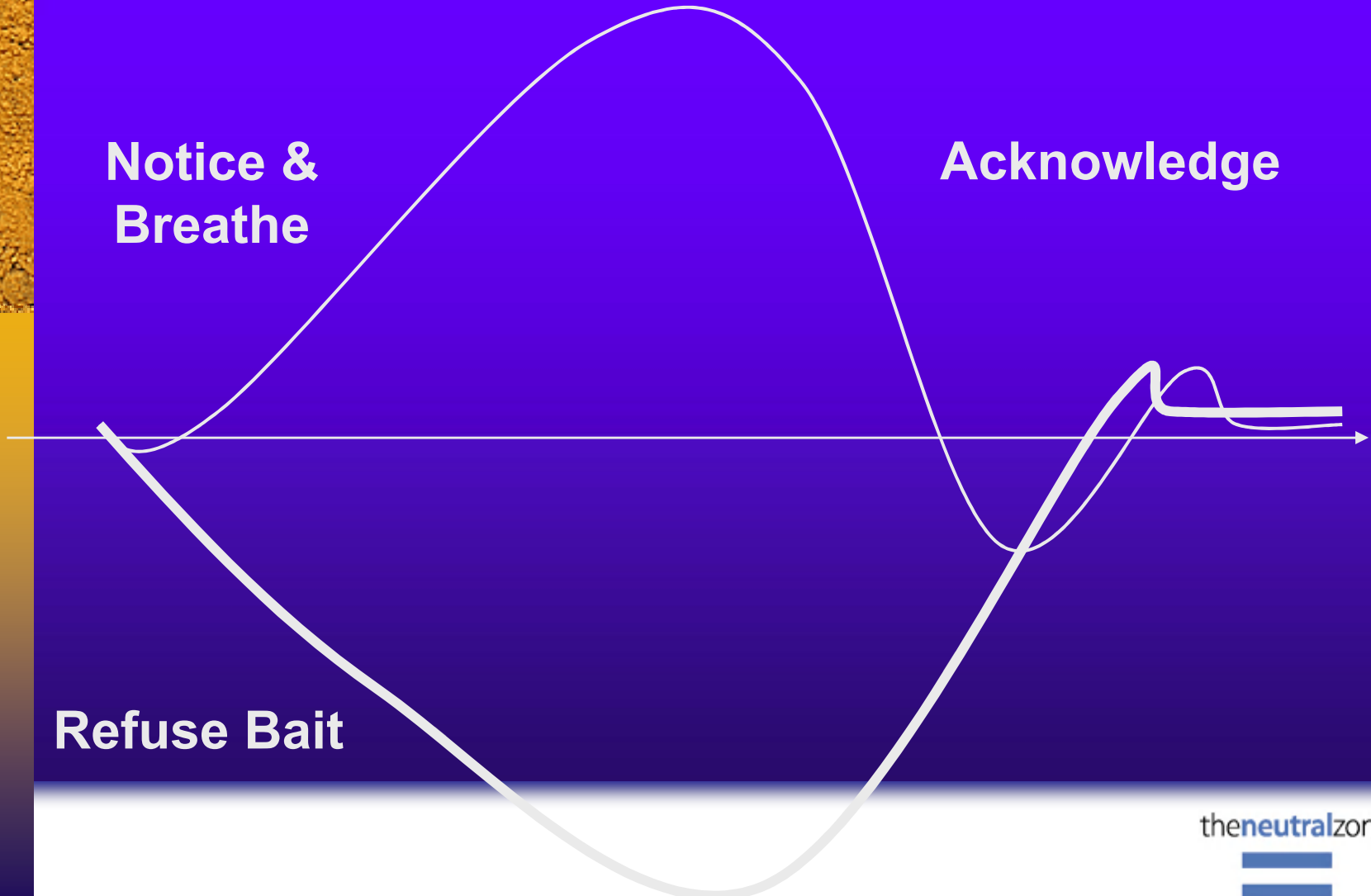
# Anxiety: Cognitive Processing



**Notice &  
Breathe**

**Acknowledge**

**Refuse Bait**





# The 5 Steps to Resolution

- ◆ Tap the Energy
- ◆ Find the Learning



# Stay Open/Seek Insight



Remember that:

“Every act of conscious learning requires the willingness to suffer an injury to one’s self esteem”

Thomas Szasz





# The 5 Steps to Resolution

- ◆ Tap the Energy
- ◆ Find the Learning
- ◆ Build Relationships



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# The 5 Steps to Resolution

- ◆ Tap the Energy
- ◆ Find the Learning
- ◆ Build Relationships
- ◆ Cultivate Innovation





Whatever you feed will  
grow.





# The 5 Steps to Resolution

- ◆ Tap the Energy
- ◆ Find the Learning
- ◆ Build Relationships
- ◆ Cultivate Innovation
- ◆ Make Better Decisions





# When Nothing Else Works...

Value naming

Fogging & Anti-fogging

Discrepancy  
Confrontation

Negative questions

Boundary Setting

Passing

Piloting

Blame reframing



Foot-in-the-door

Read the book!

Door-in-the-face

Broken record





# Summary

- ◆ Break the Trap
- ◆ Lean in
- ◆ Stay curious
- ◆ Show up
- ◆ Follow the 5 Paths:
  1. Tap the Energy
  2. Find the Learning
  3. Build Relationships
  4. Cultivate Innovation
  5. Make Better Decisions





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