

# Conflict Resolution and Diffusing Dissonance



Lisa M. Klein, Reverend  
MA, LMFT

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## A simple smile changes our brain chemistry exponentially

- DOSE are the 4 chemicals in our brain that contribute to overall happiness.
- **Dopamine** actually lights up when participants had anticipatory excitement (Getting excited about being excited!)
- **Oxytocin** is the neurochemistry that makes us social creatures. This chemical triggers empathy and our ability to feel close and bonded.
- **Serotonin** can be blamed for bad moods and thanked for good ones! This chemical exists 80% in our gut and makes "hangry" an understandable experience
- **Endorphins** are connected with the amygdala creating our fight, flight, or freeze response. It is the "power through" to the end, chemical.

When we smile upon awakening, there is a brain chemistry shift that can impact our entire day - HAPPINESS! The same applies with thoughts of gratitude.

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## The average person experiences pure joy 8-10 times a week.

Raise your hand if you think students experience pure joy when interacting with you during their experience.



"And as we let our own light shine, we unconsciously give other people permission to do the same" -Marianne Williamson

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## What factors contribute to a happier work world?

- According to the 2017 World Happiness Report:
  - Income
  - Life Expectancy
  - A Close Friend or Relative
  - Generosity
  - Freedom
  - Trust

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## As staff, we have a responsibility to listen *actively*.

- Carl Rogers, Father of active listening techniques
- Response-Ability
- 3 A's
  - **Appreciate** (Ex: "This must be very frustrating for you")
  - **Acknowledge** ("How can I help? Can I refer you to resources?")
  - **Apologize** ("I'm so sorry this is happening right now. This must be tough")



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## Active Listening Tips

- Provide feedback
- Utilize the 3 A's -Appreciate, Acknowledge, Apologize
- Paraphrase/Clarify to make sure you understand them correctly
- Be aware and sensitive of cultural differences
- Lifestyle Inclusivity
- Respect other points of view (empathy)
- Realize that when people come to you, they are already in stress-mode

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## Accountability

- Account-Ability
- Consider that you may be at fault.
- Tips
  - Own your mistake (apologize)
  - Discuss options and potential solutions
  - React positively to constructive comments
  - Be clear and assertive about your position while respecting others
  - Have an inclusive position of culture and people from all walks of life

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**“As we are liberated from our fear, our presence automatically liberates others”**

**– Marianne Williamson**

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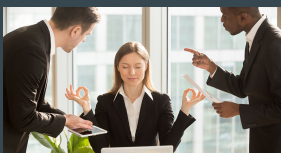
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## Conflicts in the Workplace

- Typically involve differences in opinion, style, or approach
- Can lead to hurt feelings and dips in workplace morale
- Conflicts cut across all levels of the hierarchy



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## 8 Ways to Handle Conflict with a Coworker (Flynn, 2015)

1. Don't gossip about the conflict
2. Address the conflict sooner than later
3. Discuss the problem face to face
4. Try to find a common ground
5. Keep an open mind and listen
6. When it is your time to talk, stay calm
7. Know when you need a third party
8. Learn from both the conflict and the resolution

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## Four Components of Nonviolent Communication (Rosenberg, 1999)

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|---|---|
| <b>1) Observations</b> <ul style="list-style-type: none"><li>• What is happening in this situation? (objectively)</li><li>• What are people saying and doing? (body language)</li></ul> | <b>2) Feelings</b> <ul style="list-style-type: none"><li>• What do you see? What do you feel?</li><li>• Try to stay calm. You are dealing with highly charged people.</li></ul> |
| <b>3) Needs</b> <ul style="list-style-type: none"><li>• "It sounds like you need _____"</li><li>• Active Listening Technique</li><li>• Offer empathy</li></ul>                          | <b>4) Requests</b> <ul style="list-style-type: none"><li>• Action-Oriented</li></ul>  |

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## Tools to Diffuse the Situation

- Adapt a Calm Approach
- Use Body Language (soft voice, don't cross arms, etc.)
- Listen and Clarify (be sure needs are being met)
- Work Toward a Solution (offer options, resources, etc.)
- Keep Communicating (follow up and summarize outcome/agreements)

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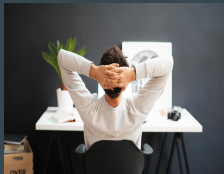
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## Enhancing your work world and physical space.

1. Organize your time (set boundaries, prioritize, and have a plan)
2. Practice Mindfulness (be present, don't dwell on the past, etc.)
  - Progressive Muscle Relaxation (at your desk)
3. Adjust your environment (create serene workspace, personalize it)
4. Find common ground (shared vision)
  - "Be kind whenever possible. It's always possible."  
-Dalai Lama



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## Self-Care for Our Bodies and Minds

- **Mental Strategies**
  - Don't sweat the small stuff
  - Don't replay misfortunes over and over in your head
  - Change your perception
- **Physical Strategies**
  - Take mini stretch breaks often
  - Practice deep breathing
  - Take a mental vacation
- **Life Strategies**
  - Get up 15 minutes earlier
  - Limit the TV watching
  - Don't "Should" on yourself! Watch the absolutes - always, never, forever
  - Positive self-talk - Affirmations
  - Have a friend
  - Limit sugar, caffeine and alcohol

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## A Final Thought

"Destroy the idea that you have to be constantly working or grinding in order to be successful. Embrace the concept that *rest*, *recovery*, and *reflection* are essential parts of the progress towards a successful and ultimately happy life." -Unknown



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Questions, Answers, Comments



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