

# CONFLICT Resolution

What is **CONFLICT**?

Fighting  
STRESS

ANGER

Stubbornness  
misunderstanding

Try this: #1  
Describe your favorite animal.

Describe your favorite band  
... AT THE SAME TIME

CAN'T LISTEN & SPEAK @ the same time !!

## ACTIVE LISTENING

- Repeated what she said
- Empathize → Get to the FEELINGS
- Repeating

I WANTED TO AVOID JUDGMENT  
Only gave some of the facts based on who was listening.

IT WAS REASSURING  
Getting listened to feels good.

IT WAS UNCOMFORTABLE  
Being the focus of a captive audience.

UNSURE  
What does EMPATHY look like?

An EMOTIONAL CONNECTION  
ask if you're getting it...

AWKWARD  
I wanted to ask more questions.

Tell me more!  
I want to tell my story!

I FELT AWKWARD  
I know this person was told to "actively listen."

Try this: #2  
Describe a conflict  
"Is there more?"

Keep the spotlight on the person doing the DESCRIBING.

## EARS

Sympathy vs empathy  
maintains who you are

recognize & validate a person's feelings

## POSITION & INTEREST



## WHY?

I like to listen to my music **LOUDLY**

- relaxation
- camouflage
- angry
- respect for my space

DISCOVER THE INTERESTS

I like music to be played **SOFTLY**

- need to study
- migraines
- relax
- recover from rough night
- quiet space (in contrast)
- need a supportive atmosphere

## ELEMENTS OF EFFECTIVE LISTENING

### Empathize

Ask

Rephrase

Summarize

how have they been impacted

Read the handbook

Can't play & make it for the house match!

Get from POSITION to INTEREST

Notice Moving toward solutions should be taken **SLOWLY**

Can't play & make it for the house match!

the kitchen is **AWKWARD**

It's in a **GOAL**

Try this: #3

- Ask questions to clarify & discover the underlying reasons (interest)
- Remember to empathize.

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