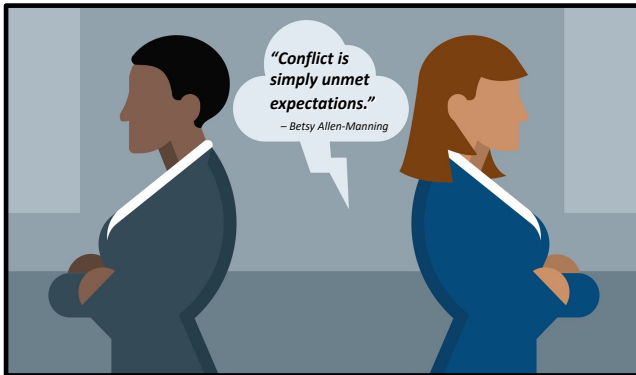


# Navigating Difficult Conversations and Understanding Conflict



*"All conflict we experience in the world, is a conflict within our own selves. - Brenda Shoshanna*

## OVERVIEW

***Conflict resolution is a process of working through misunderstandings by having collaborative conversations. Most conflict is about needs that have not been satisfied. Behind every complaint is a hidden request. That difficult employee, client, boss, or uncooperative coworker wants more of something and/or less of something.***

***Often it is the same people with the same never-ending issues. Handling difficult behavior is one of the biggest drains on our energy and productivity. As long as it is resolved effectively, it can lead to personal and professional growth.***

## LEARNING OBJECTIVES

- ***Support others through collaborative conversations***
- ***Set expectations and acknowledge perspectives***
- ***Enhance teamwork and reduce conflict***

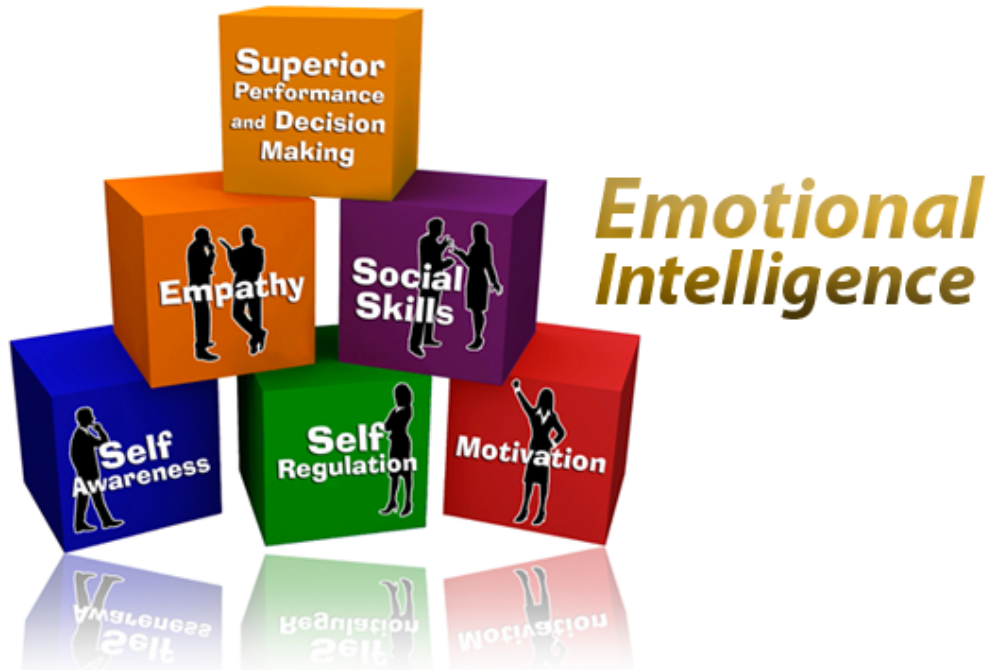
Scott Nelson is a leadership coach, communications trainer and senior partner at Clarity Central. He is an instructor for the Executive Education programs at U of M Carlson School of Management, University of St. Thomas, and St. Cloud State University. Previously, he was a conflict resolution mediator at Mayo Clinic.

Scott started his career as a sales manager while also training and speaking on the topic of influential communication. He is also a firefighter with Excelsior Fire District and a leadership development instructor for the Minnesota Board of Firefighter Training and Education.

Scott's experience involves several industries as well as many different organizational and personality types. He has worked with people of incredibly varied backgrounds including Maasai tribes in Tanzania, executives in corporations, and leaders in health care, non-profits, schools, local and federal government.



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*“Emotional intelligence is a sophisticated description that relies on tremendous emotional control, highly attuned awareness and exceptional observation.” - Jeff Buchanan*

### **Self Awareness**

The ability to identify your own emotions and recognize how they impact your outcomes.

### **Self Regulation**

The ability to manage your emotions and adapt to the changing circumstances.

### **Motivation**

The ability to create enthusiasm.

### **Empathy**

The ability to understand and share the feelings of another.

### **Social Skills**

The ability to manage relationships.



*Emotional intelligence is an essential part of the whole person.*

*“Nobody cares how much you know, until they know how much you care.”*

*- Theodore Roosevelt*

# Understanding Conflict

*Behind every complaint is a hidden request.*



- **Lack of understanding:** *“I don’t get it”*

What to do: ***Set Expectations***



- **Negative emotional reaction:** *“I don’t like it”*

What to do: ***Acknowledge***



- **Lack of relationship:** *“I don’t trust you”*

What to do: ***Show Compassion***

*“People are persuaded more by the depth of your passion than the height of your logic.” - David Peoples*

## Set Expectations

*“Unmet expectations are a lack of communication and an inability to define your needs.”*

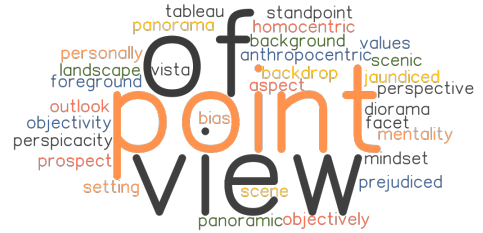
*- Eric Jerome Dickey*

- *As we work together, here's **what I’m committed to** . . .*
- *As we work together, here’s **what you can expect from me** . . .*
- *As we work together, here’s **what I need from you** . . .*
- *As we work together, **what do you need from me?***

# Acknowledge

## How does it work?

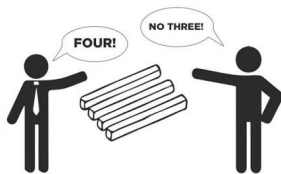
It's the ability to understand how a situation appears to another person and how that person is reacting emotionally to the situation.



*“Conversations are the goal. They are the solutions for real growth within your organization.” - Jeanne Malnati*



*“I don't agree with you!”*

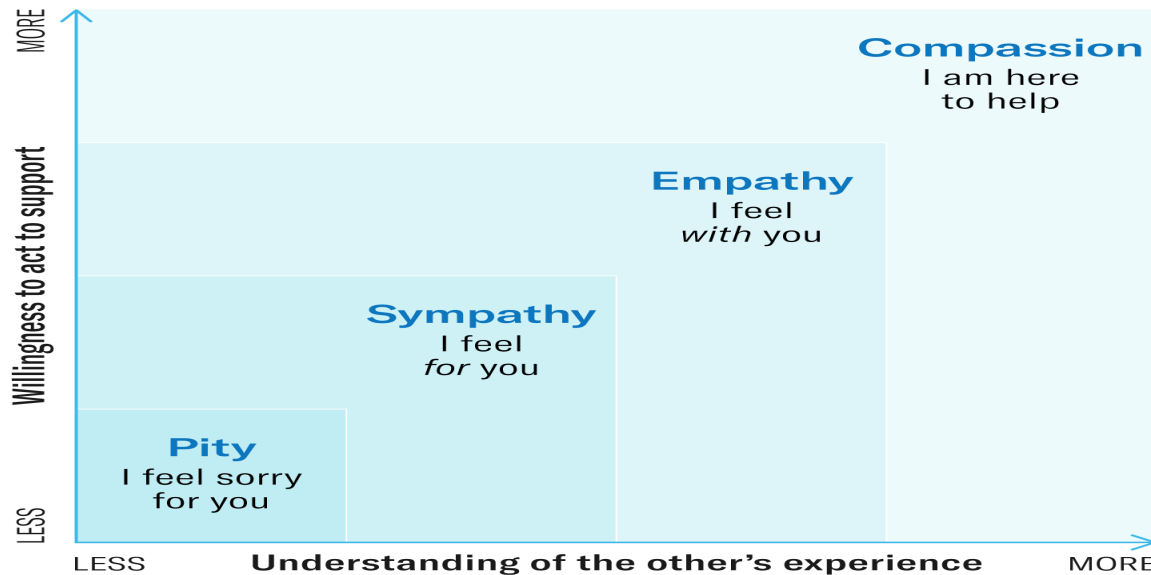


*Handling Objections:  
“I disagree”  
Acknowledge*

*“What kind of environment can you create for your people to work at their natural best?” - Simon Sinek*

# Show Compassion

## Compassion Goes Beyond Sympathy and Empathy



Source: Potential Project

