



# Bridging the Gap: Tools for Communication and Conflict Resolution

Welcome! We'll begin at 1300

**DAU**



## *Your attention, please!*

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- Stay fully engaged for the whole session.
- Close email and other applications entirely. Silence your phone and notifications.
- Mute yourself when you're not talking.
- Leave your video on.
- Move into Gallery View if you're not already so you can see others.



# Topics for Today

- Identifying our challenges around communication and dealing with conflict
- Defining and setting ourselves up for great communication
- Preventing and resolving conflict



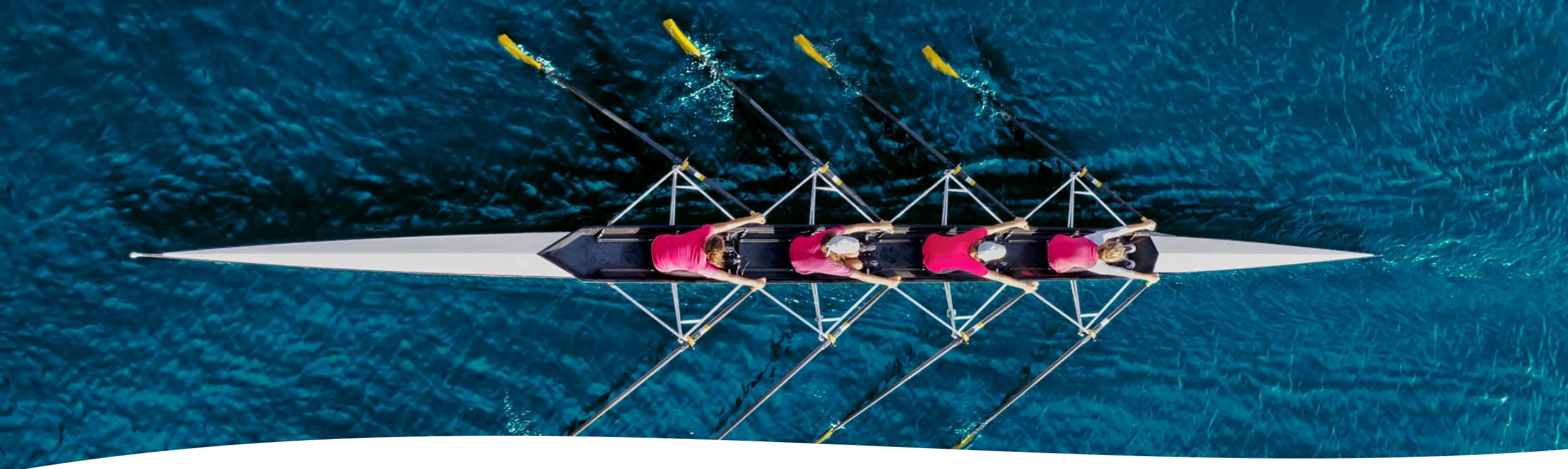
## Small group conversation:

What are the most pressing challenges you're facing right now about communication and/or resolving conflict, either at work or elsewhere in your life?

Conversation in breakout rooms.  
Please choose a reporter and make note of your room number.

We'll be sharing when we return.





What is great communication? What does it take to get people aligned, so they understand each other and are all pulling in the same direction?



# *Drama, Communication and Conflict*

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- Avoiding healthy conversations (gossip)
- “Siloed” thinking and action
- Inter-personal/inter-team conflicts
- Decisions that are not final and rehashed multiple times
- Meetings before the meeting, side meetings within the meeting, meetings after the meeting (to include “end-arounds”)
- Disengagement
- Low trust
- Low morale



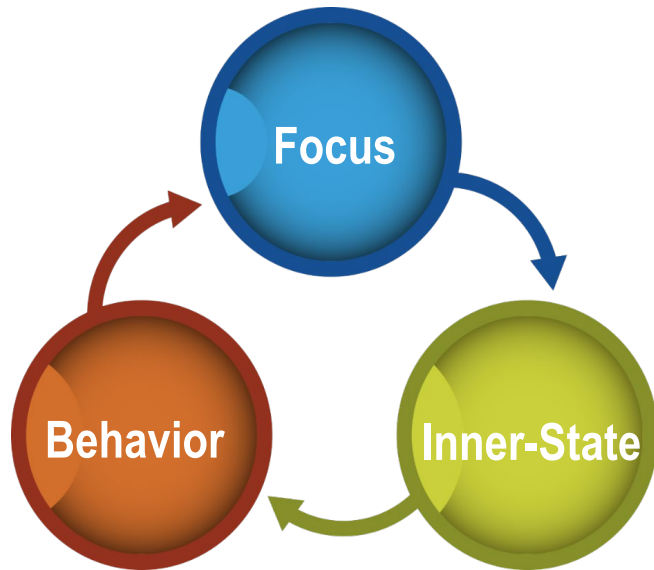
# The Cost of Drama: Money and Time

- Gallup research indicates that approximately **\$450–\$550 billion** in annual lost productivity in the U.S. due to negative behavior (drama) in organizations.
- **\$7 trillion** productivity loss globally occurs due to negative behavior (drama) in organizations.
- Managers spend 25–40 percent of their time managing conflict, disagreements, etc., (i.e., drama).

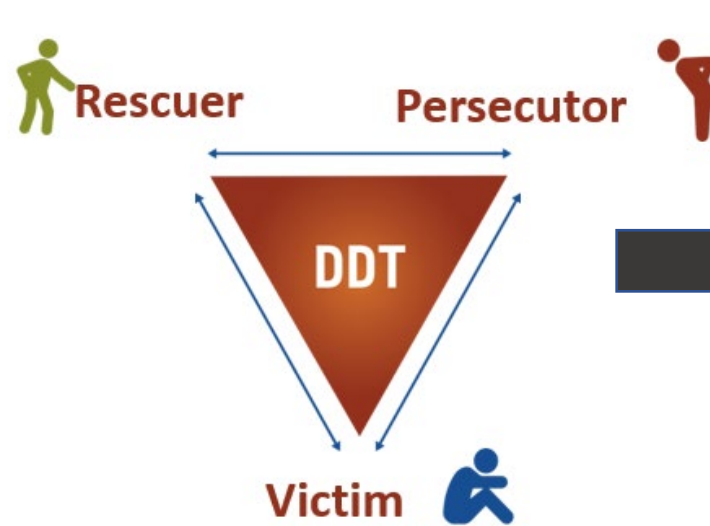


# Drama-free Communication

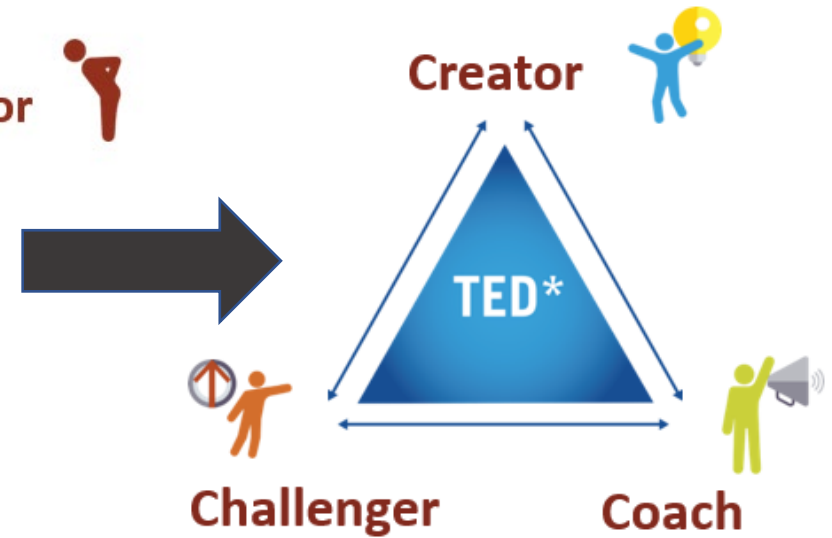
## FISBE



## The Dreaded Drama Triangle



## The Empowerment Dynamic





# The Language of Drama

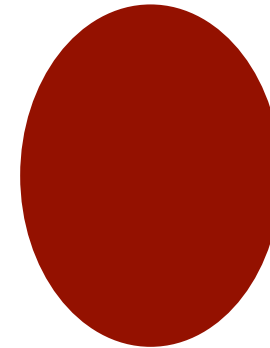
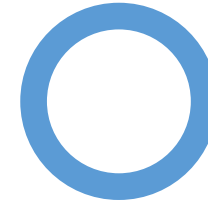
What drama role is represented in each item below, and how might we shift from Drama to the Empowerment Dynamic (TED\*)?

1. Things would be fine around here if it weren't for our new team lead. She's always making us feel bad. **Victim**
2. That's the worst report I've ever seen! What's wrong with you? **Persecutor**
3. It's not my fault I'm late all the time. There's traffic and my kids and the weather's been terrible lately. **Victim**
4. It's OK, Jennell, I'll write that report for you so you can have dinner with your friends. **Rescuer**



# ***Different People Different Perspectives***

- **How we think:**
  - Accuracy/data/BLUF
  - Process/procedure/details
  - People/feelings/affects
  - Ideas/big picture/Why?
- **How we act:**
  - Quiet - Gregarious
  - Inquisitive - Driving
  - Firm and steady - Thrives on change



# Let's Talk About Conflict



# Resolving Conflict Through Negotiation

## Negotiation: Steps in “Getting to Yes”

1. **People:** Separate the people from the problem
2. **Emotions:** Acknowledge emotions, then set them aside
3. **Interests:** Focus on interests, not positions
4. **Criteria:** Use objective criteria
5. **Options:** Invent multiple options for mutual gain
6. **Have a BATNA**



# Recap



LESSONS  
LEARNED

1. Communication is complex and it's a two-way street
2. Communicate from the Empowerment Dynamic (TED\*)
3. Communicate to prevent conflict
4. Consider the preferences of others
5. When conflict arises, practice "Getting to Yes"
6. Be curious to learn and grow as a communicator

# *Reflection*

After today, how will your thinking and behavior change?

- What will you start doing?
- What will you stop doing?
- What will you do differently?

