


Slide 1

HOW TO BECOME COMFORTABLE  
AND CONFIDENT IN THE FACE OF  
CONFLICT

MODULE 3: ATTITUDES,  
BELIEFS AND ASSUMPTIONS

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Slide 2

Conflict

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Conflict is a natural part of relationships. Everyone has learned to respond to conflict by confronting, denying or problem solving.



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Slide 3

Conflict

Conflict is unwanted opposition over:

- what is being done
- how something is being done
- why something is being done.



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Slide 4

**Conflict**

Every action a person takes is in pursuit of meeting their needs. Conflict can arise when that action diminishes someone else's ability to meet their own needs.



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Slide 5

**Conflict**

Every single action a person takes is about them trying to get their needs met in the best or only way they know how.

The secret to helping someone (including yourself) solve any conflict that arises from that action is to figure out what their needs are and help them find a way to get them met in a way that doesn't diminish the ability of the person they are in conflict with to meet theirs. In order for people to be willing to do that, there has to be some level of trust.



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Slide 6

**Conflict**


Understanding the needs of both

PLUS

trust that you are both working towards a solution that meets both of your needs

EQUALS

the foundation required for collaboration.



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Slide 7

**Conflict**

You need to start to build that foundation with yourself.



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Slide 8

**KEY Truth # 2**

**When trust is lacking, or breaks down, we assume intent is negative and, therefore, the effect is negative.**

This misinterpretation of intent further breaks down trust and our assumptions become more and more negative, increasing conflict and decreasing the chances for collaboration, and outcomes that satisfy everyone.



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Slide 9

**Assumptions**

Public	Private (Internal)
1. Action - says does (lack of)	2. Intent
	3. Effect

Communication Wall



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Slide 10

### Assumptions

Sharing your intent, or asking questions about the other's intent or the effect of your actions on them, removes the communication wall and helps to prevent conflicts based on misunderstanding. Over time, this will increase trust and opportunities for collaboration.



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Slide 11

### Assumptions

Taking these steps can be a simple way to avoid assumptions, and are especially important when trust is lacking:

- 1 Name your intent.
- 2 Take your action/make your suggestion.
- 3 Ask about the effect on the other.



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Slide 12

### How do your attitudes, beliefs and assumptions impact conflict?

If you have an attitude that the situation can't be solved; if you believe you're right and the other person is wrong; if you believe you're the victim and they are the perpetrator; if your narrative about the other person is that they 'always do this' or 'never do that', it will be extremely difficult to collaborate and to solve the problem in a way that satisfies you both.



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Slide 13

**How do your attitudes, beliefs and assumptions impact conflict?**

We can manifest good relationships and good outcomes just as easily as we can manifest bad relationships and bad outcomes.

If you go into problem solving with negative beliefs, attitudes and assumptions about the other person, about yourself, or about the situation, you can manifest a poor outcome. If you go into a negotiation having shifted your beliefs, attitudes and assumptions to the positive, you can more easily manifest a good outcome.




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Slide 14

**How do your attitudes, beliefs and assumptions impact conflict?**

As Henry Ford said, "Whether you think you can, or you think you can't - you're right."

If you can shift your attitudes, beliefs and assumptions from negative to neutral or positive in preparation for addressing a conflict, you are more likely to have a positive outcome.




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Slide 15

**What are the shifts we need to make?**

- from judgement or anger to curiosity
- from firm ideas about what needs to be done to openness to any solutions that meet your needs
- from "I'm right" to "we each come at this with different perspectives and experiences and needs"




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Slide 16

What are the shifts we need to make?

- from 'he's just a jerk' to 'every single action a person takes is about them trying to get their needs met and I have to figure out what his needs are'
- from a focus on good solutions for you, to good relationships and good solutions for you both
- from your positions to your interests (more on this key shift in the lesson below)



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Slide 17

What are the shifts we need to make?

Before you can begin to make the necessary shifts, you'll need to identify your attitudes, beliefs and assumptions in the context of the conflict you're engaged in.

Part of your homework for this module is to identify what you believe in the context of your practice case

- about the other person
- about yourself
- about the situation



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Slide 18


What are the shifts we need to make?

Do you believe that you are right and they are wrong?

Do you believe that "This is just typical of her. She always does this/she never does that."?

Do you believe it's a 'personality thing' and it's never going to change?

Do you believe the other person is just a jerk? That you have to manipulate him in order to get a resolution that will satisfy you?



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## Homework

Take some time to really think about the beliefs, attitudes and assumptions you have about yourself, the other person and the situation and share them with me in the homework you send this week. Ask yourself: why do you think this conflict is happening with this person at this time?

When you're ready for it, the next lesson, Module 4, is about shifting from positions to interests – my Key Truth # 3. It's the magic ingredient in collaboration, and will help you make the most necessary of shifts.



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