

# Conflict Management and Negotiation Strategies

## Managing Aggression

Bullying

Mobbing

Harassment

Disrespect

Sexual Harassment

Political Correctness

Damage Control

## Managing Emotions



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Samples from the workshop – Share your skills with a friend.

The dinner date is off!

A Classic Conflict  
How could this have been prevented?



The dinner date is on!



1 Hi Mary, what shall we do for dinner?

2 Great idea Mary, where would you like to go?

3 Okay, how about we go to Jake's Steakhouse?

4 All right, if you don't like steak, how about the Old Yamamoto's Sushi Bar?

5 Oh goodness Mary, you did say "anything will do" and now you can't make up your mind.

6 Oh don't be silly Mary, let's just go to Jake's, it will be fine.

7 Well you did say "anything will do" I heard you say that, and now, nothing will do!

Let's go out for a change. Haven't done that for a while.

Hmm, I don't care Jack, you pick the place. Anything will do.

Well, we had steak last night, and besides we always go there. Let's try something different.

Hmm, I am not sure Jack, remember the last time we were there, how noisy it was and besides its too expensive.

Well yes Jack, I did say that, but I didn't know that you pick those two places.

Okay Jack, firstly, I am not silly and secondly, I already said I didn't want to have steak tonight.

Okay Jack, you are going to be like that, I am not going out at all, forget it! I am staying home!

Strategic Listening  
Why must it be learned?



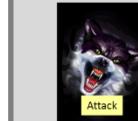
- Don't filter the message
- Absorb it!



- Be totally focused
- Use minimal encouragers
- Paraphrase content
- Show empathy and feeling
- Hold pauses with forced silence
- Use minimal enquiry **but use it**



**Gotcha!**  
Search for the speaker's weakest point and attack it.



**I hate that message!**  
Take the speaker's argument and turn it against the speaker



**Filibuzzards**  
Dominate conversation and time and keep the speaker off track



**"keep talking.. I'm listening.. Carry on!"**  
Do unrelated things at the same time. Lack of focus.

# Conflict Management and Negotiation Strategies

There is no success without managing conflicts.

This handout is not suited for self learning

