

Conflict and Anger Management



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Conflict Management



- About ourselves:
 - Choices – power/outcome
 - Perceptions
 - Expectations
 - Judgments
 - Emotions

Conflict Management



- About Others:
 - Diversity Issues – age, gender, culture, personality, etc.

Techniques



- Open-mindedness/empathy/good will
- Objectivity
- Good Communication
- Timeliness
- Stress management

Life Energy



- “Our life energy is our allotment of time here on earth, the hours of precious life available to us . . . it is limited and irretrievable . . . Our choices about how we use it express meaning and purpose of our time time here on earth.”



Events & People + My Reaction or Response
*= **OUTCOME***

Perception



- Often the way we see the problem, is the problem.
- Dennis Prager – study – found there was little correlation between the circumstances of people's lives and how happy they were.

Expectations



“We do not see things as they are, we see things as we are.”

The Talmud

Judgement



- We often rush to judgement before we have all of the facts

Emotions

- Anger is a healthy, honest, constructive emotion. Anger isn't bad, it's a cue or message that something is wrong that you need to respond to.

Anger



- Anger is not an emotion to be suppressed. Suppressed anger usually festers into bitterness, depression, or physical health problems.

Anger



- Anger dissolves when its root has been expressed and appropriate remedies have been initiated.



Anger

- Befriend it
- Recognize its message
- Be aware of physical/mental challenges
- Take action
- Stay in control

Diversity Issues



- Age
- Gender
- Culture
- Personality

Techniques



- I can control:
 - My thoughts
 - My responses
 - My ability to enhance my health, my work, my relationships

Maturity



- To see another's journey and understand their road will bode well for you on your long journey.

Objectivity



- Life's events are not all about you.

Roadblocks to Communication



- Ordering, or Commanding
- Threatening, or being Condescending
- Lecturing, Arguing, or Interrogating
- Judging, Criticizing, or Blaming

Feedback Vs Criticism



- Criticism:
 - Can decrease productivity
 - Lower self esteem
 - Prevent members from taking risks
 - Increase stress
 - Promote poor work relationships

Feedback Vs Criticism



- Feedback:
 - Focus on the job, not the person
 - Be specific
 - Be objective
 - Use consideration and tact

Angry People



- Angry People
 - Listen
 - Gather Information
 - Empathize
 - Show Respect
 - Problem Solve

Timeliness



- Conflict resolution should be attempted when both parties can have a rational response to one another.

Stress



- Is the state of dynamic tension created when you respond to perceived demands and pressures from outside and from within yourself

State of Response



- Stress Response Recovery Equilibrium

Mobilization



- Afraid/Angry Sudden/Intense
- Greater the demand Greater/response
- Longer the demand Longer mobilized
- More overwhelming More serious

Distorted Thinking



- All or nothing thinking
- Emotional Reasoning
- Should Statements
- Labeling
- Personalization and Blame

Distorted Thinking



- Over generalize
- Mental Filter – negative
- Discounting the Positive
- Jumping to Conclusions
- Magnification or Minimization

Stress Management Techniques



- Take time out
- Process your feelings
- Understand your physical reactions
- Take action:
 - Do something physical, soothing for yourself
 - Talk to the person - in an effort to resolve the issue

The AAAbc's Application Form

- Alter: can I remove the stress
- Avoid: can I get away from or prevent
- Accept: can I live with it
- Build up your resistance
- Chang yourself, or your perceptions

Resolving Conflict



- Assess the situation
- Bring parties together under mutually agreed upon rules
- Brainstorm possible solutions
- Agree on a resolution and sign an agreement