



The Shoop Group  
● *inviting discovery*

# Conflict Engagement and Communications Workshop

## LMLGA 2016 – AGM and Convention

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# Outline of Workshop

1. Conflict in Context – A very brief intro to conflict and communication.
2. Introduction to the Conflict Tools Worksheet.
3. Hands-on Exercises – working in pairs on two scenarios.
4. Debrief and Review.

... but first

# How well do you work with conflict – a self-assessment – Hands-on Exercise – #1

- Let's set a baseline – a quick self-assessment to get a sense of how skilled we are with conflict.
- The assessment was put together by Gerrie Waugh.
- The basic point is we can all improve our skills – on what areas do you want to focus?
- The value comes from being honest with yourself!
- So let's start ...

# Conflict in Context

- Conflict is a basic aspect of life – at home, at work, in the community etc.
- We need to recognize that it can be either a catalyst for innovation, new ideas and growth – or it can be highly destructive.
- What's in a word – resolution? – management? – engagement?

# Introduction to the Tools Worksheet

Part I – Preparation – it all starts here!

- Tool #1 – Name the Issue(s) – start by getting very clear about the issues.
- Tool #2 – See the other Person as a “Client” – someone who is important to you and your **success.**

# Introduction to the Tools Worksheet

Part II – During the Conversation –  
managing yourself and getting the  
best!

- Tool #3 – Reframe their message let them know you hear them.
- Tool #4 – Ask Curiosity questions.

# Introduction to the Tools Worksheet

Part II – During the Conversation –  
managing yourself and getting the  
best!

- Tool #5 – Gerrie’s Communication Package of 4
  - ✓ Eye contact
  - ✓ Facial expression
  - ✓ Words
  - ✓ Tone

# Introduction to the Tools Worksheet

Part II – During the Conversation –  
managing yourself and getting the  
best!

- Tool #6 – Don't stress the negative – emphasize the positive! – Skip the Verbal Eraser – avoid “but!”
- Tool #7 – Don't use fighting words – W.A.I.T.



# Hands-on Exercise – #2 – Mayor/CAO Conversation

Getting Ready – 10 Minutes

- In groups of 2 – decide who will take the “skilled communicator” role – this will be the most difficult role – and who will be the less skilled communicator.
- Read your version of the scenario – consider Tools #1+2 to lay the foundation – then review Tools #3–7 to get them fresh in your mind.

# Hands-on Exercise – #2

Conduct the Conversation – 10 minutes

- Let the conversation unfold – they are always organic.
- Skilled Communicator – try to notice what is happening – try to keep Tools #3–7 in mind.
- **Remember to breath!**
- Less-skilled Communicator – try to modulate your interaction – if your partner is doing well amp it up – if they are struggling cut them a little slack.

# Hands-on Exercise – #2 – Back to the Tool Sheet

Reflection on the Conversation – 10  
Minutes

- Tool #8 – Measure My Improvement.
- Tool #9 – Reduce my own “wear and tear” with the other person.

Do this work alone for a minute or two and then  
**share with your partner.**

# Hands-on Exercise – #2 – Back to the Tool Sheet

Reflection on the Conversation – 10  
minutes

- This is about surfacing the learning and claim your development!
- The Dr. Phil question – “how’s that working for you?”

# Councillor/Citizen Conversation

Getting Ready – 10 Minutes

- In groups of 2 – decide who will take the “skilled communicator” role – this will be the most difficult role – and who will be the less skilled communicator.
- Read your version of the scenario – consider Tools #1+2 to lay the foundation – then review Tools #3–7 to get them fresh in your mind.

# Hands-on Exercise – #3

Conduct the Conversation – 10 minutes

- Let the conversation unfold – they are always organic.
- Skilled Communicator – try to notice what is happening – try to keep Tools #3–7 in mind.
- **Remember to breath!**
- Less-skilled Communicator – try to modulate your interaction – if your partner is doing well amp it up – if they are struggling cut them a little slack.

# Hands-on Exercise – #3 – Back to the Tool Sheet

Reflection on the Conversation – 10  
Minutes

- Tool #8 – Measure My Improvement.
- Tool #9 – Reduce my own “wear and tear” with the other person.

Do this work alone for a minute or two and then  
**share with your partner.**

# Hands-on Exercise – #3 – Back to the Tool Sheet

Reflection on the Conversation – 10  
minutes

- This is about surfacing the learning and claim your development!
- The Dr. Phil question – “how’s that working for you?”



# Review and Debrief

A few reflective questions:

- What did you notice?
- What did you learn?
- How do you feel now?
- What is your commitment?

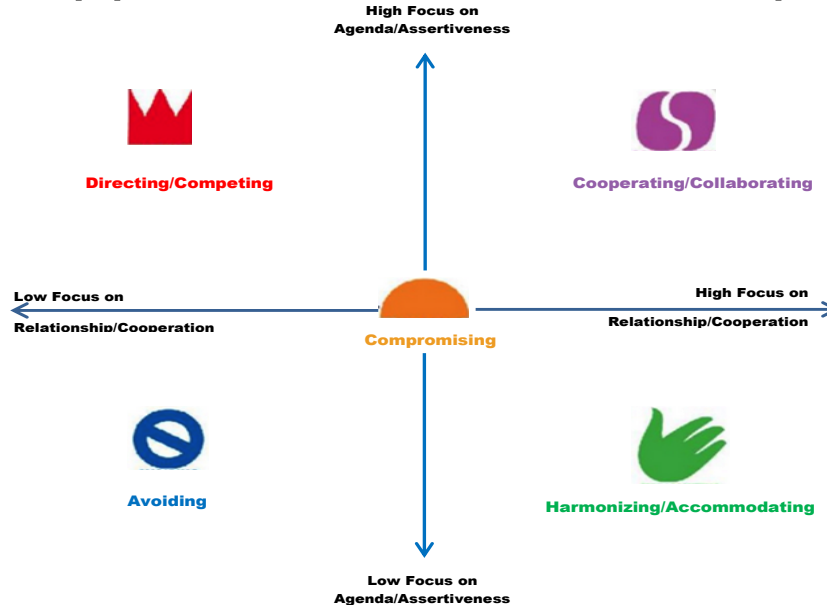
Any questions?

# Conflict in Context

- Communication Skills are paramount
- The common theme is that it is, in the first instance, “all about you – not the other guy!”
- With a bit of observation, commitment, and work we can all enhance our comfort and success engaging in conflict.

# Conflict in Context

We each approach conflict with a particular “style.”



# Some Resources

- Kraybill Conflict Styles Inventory – <http://www.riverhouseexpress.com/>.
- A lot of material available – Difficult, Fierce, Crucial, etc.
- *Focused Conversations*, Brian Stanfield – The Intercultural Association of Canada – <http://ica-associates.ca/>.
- *People Skills*, Robert Bolton – <http://ridge.com/> – Amazon.ca and other booksellers.

# Thank you!!!