

Q2: THRIVING & CONNECTED WORKPLACES

CONVERSATIONS THAT HELP US MOVE THROUGH CONFLICT

How can we best put a different viewpoint or opinion across to a person we're talking with? What if the other person is demanding or aggressive? These types of conversations can increase our stress, anxiety and may lead us to avoiding the discussion or agreeing to things we don't agree with. Here, we look at the skills needed for creating conversations that help us to move through conflict and help us grow.



👍 HERE ARE SOME STEPS TO HELP:

A conversation that helps us move through conflict has the capacity to reinforce and build a more positive relationship over time. It starts with us handling our own emotions. This enables us to listen with care to what is being said so we can better understand the other person. Talking in a way that builds trust and respect, and promotes transparency, helps build psychological safety.

- **Preparation and Planning:** Check your facts – what did you see, read, or hear that you want to discuss – these are the things that cannot be disputed. Prepare what you want to say – writing down dot points you want to cover can be helpful. Check that the time and place are suitable for the conversation – will it be too noisy, or is there a lack of privacy? Check your mindset is one of aiming towards as positive an outcome as possible, and that you are managing your emotions – breathe!
- **Initiating and having the conversation:** How you approach the person is important – for example, “There’s something I’d like to talk with you about. When would be a good time to do this?” Then during the conversation, aim for clarity and be concise.

WHAT TO DO: The following is a simple four-part model for structuring a conversation that you worry might lead to conflict.

- First, outline the situation by stating the facts. For example “This morning you interrupted me and others...”, and then state the impact of this behaviour using ‘I statements’. Remember to keep your emotions in check and use language that is not highly emotive or inflammatory.
- Next, invite the other person to reflect on what you’ve said.
- Third, actively listen to what they say and explore solutions, making clear the behaviours you prefer and making room in the conversation for those things you may not have foreseen.
- Conclude and clarify follow-ups, “Can we agree that....”

Conversations that help us move through conflict require personal reflection and emotional self-management, preparation, active listening, clarity, collaboration and follow up.

To arrange an appointment, call AccessEAP on 1800 818 728.

CONNECTION TO PLACE, BODY, CULTURE & NATURE