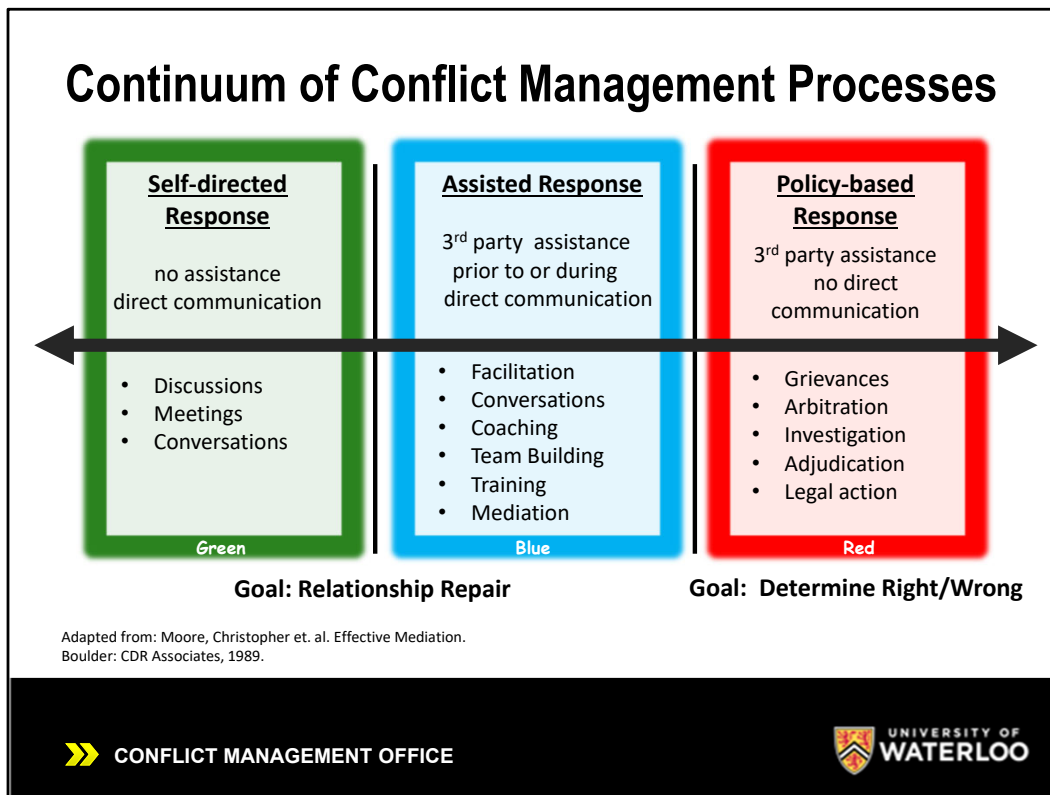


Welcome to Part 2 of Maintaining Effective Relations with coworkers, colleagues, and supervisors.

This is the second module in a series of short recordings designed to help you build practical skills for responding effectively when tension arises in work or academic settings. If you haven't viewed Part 1 yet, please take the time to do so—this module builds on the concepts introduced there.

Remember, these modules are designed not only to help you become familiar with tools and strategies for managing difficult situations, but also to guide you in knowing where to seek help when you need it.



Let's revisit the Continuum of Conflict Management processes from Module 1. Remember that this continuum provides a framework that you can use to assess difficult situations and help you determine what kind of a response is merited.

Situations that fall within the Green Zone have a mild impact where you feel comfortable responding on your own and talking directly to the other person. Blue Zone situations have greater negative impact on you or the other party, so much so that you are not comfortable responding on your own and may benefit from involving a third party, such as a coach, facilitator, or mediator. Red Zone situations have a severe emotional impact and may require more of a policy-based response like a Policy 33 complaint or an investigation.

When responding to Green and Blue Zone conflicts, the goal is relationship repair. For Red Zone conflicts, the goal shifts to determining right and wrong.

Continuum of Conflict Management Processes



1. My Green Zone is not your Green Zone
2. Reassess Often
3. Don't be afraid to ask for help

Goal: Relationship Repair

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In this module we are focusing on the Green Zone, situations that have had a mild emotional impact and you feel comfortable responding on your own. In these situations, here are three important considerations:

First, what feels like a Green Zone situation to you may not feel the same to someone else. Impact depends on factors like past experiences, your relationship with the other person, and whether a power imbalance exists. Always consider how the situation affects you personally, and whether seeking help might be beneficial. Don't let others convince you that you're overreacting just because they would see it differently.

Second, situations can change over time. A conflict that starts in the Green Zone can move into the Blue Zone—or even the Red Zone—if new events occur. Think ahead about what might cause you to reassess, so you're prepared if things change.

Finally, if you're ever unsure where a situation falls on the continuum, reach out to staff at the Conflict Management Office. They're here to help.

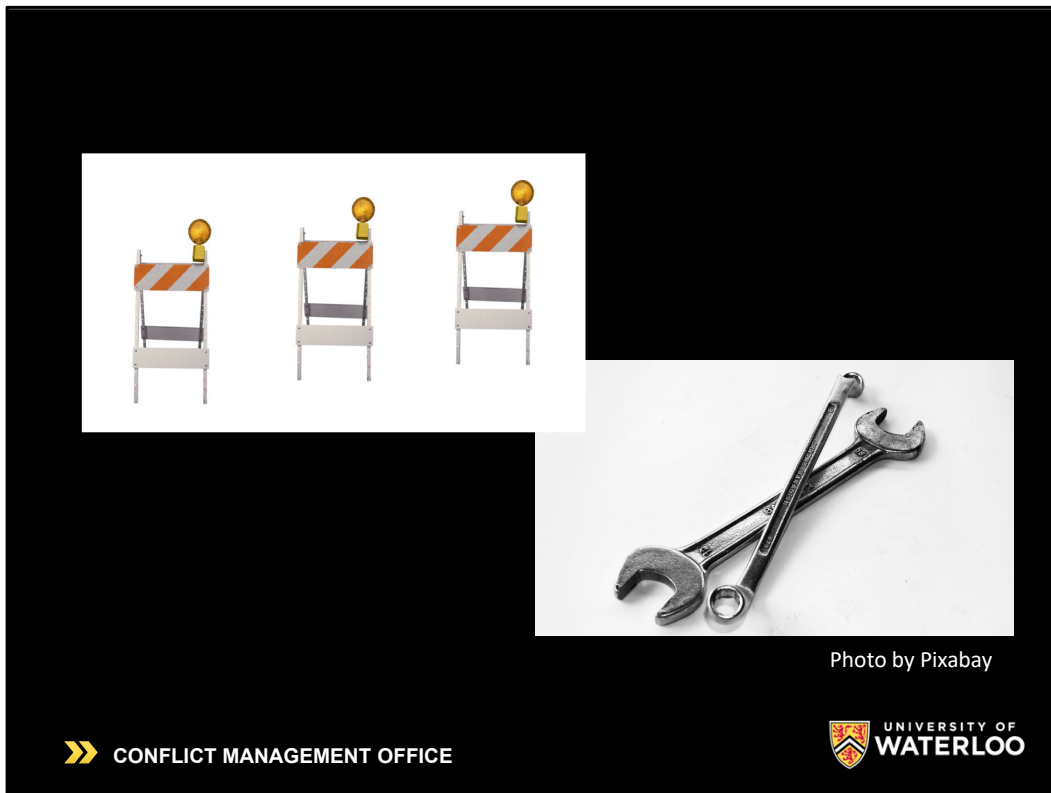
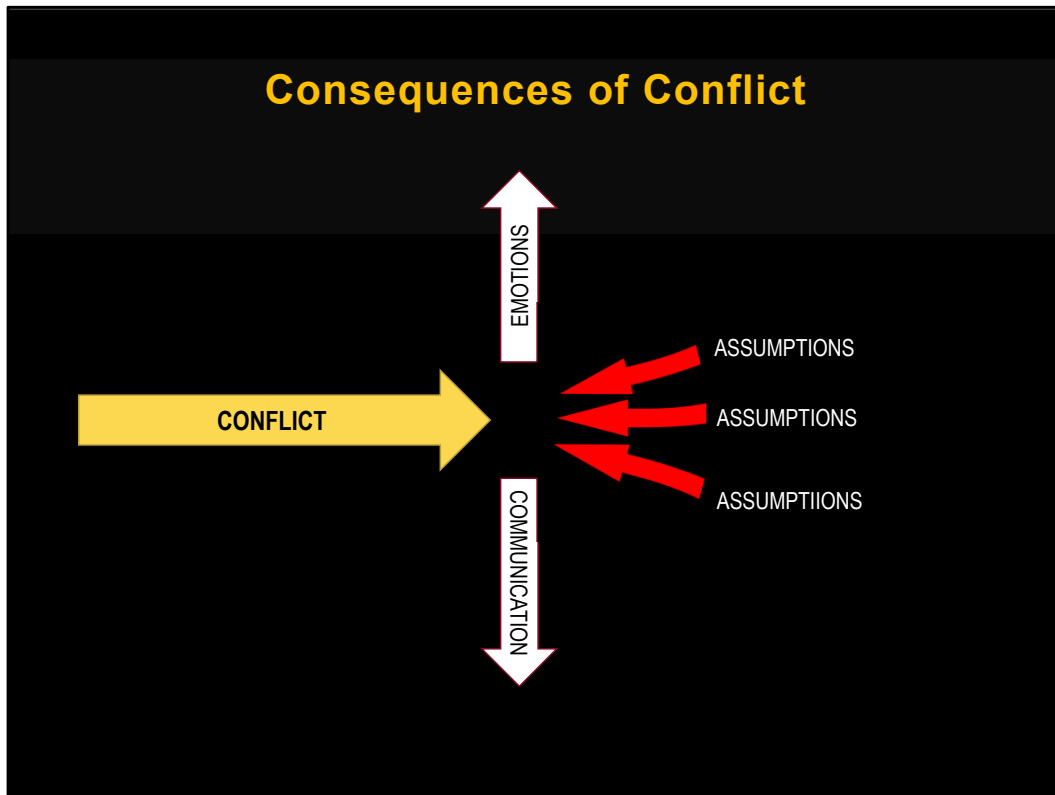


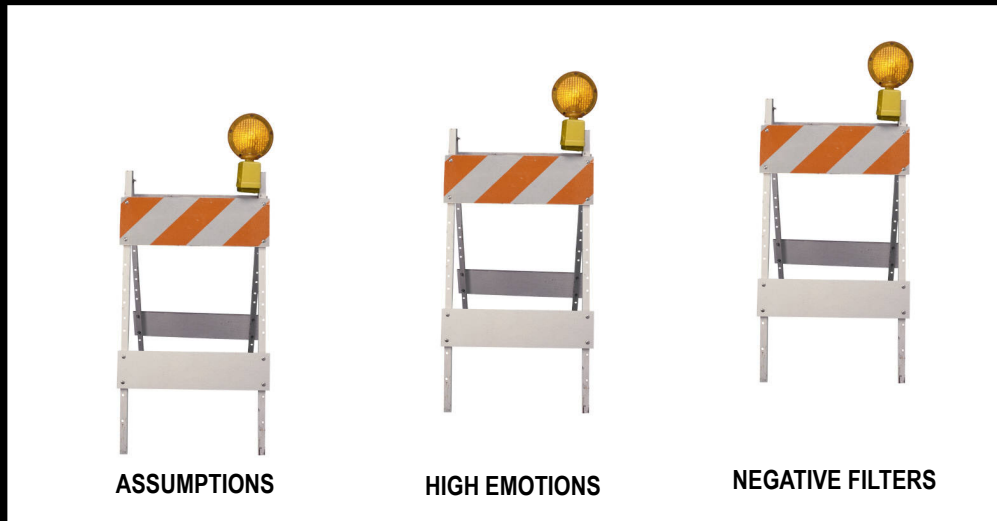
Photo by Pixabay: <https://www.pexels.com/photo/stainless-steel-close-wrench-on-spanner-210881/>

This module has two main goals, first to help you identify and address barriers that can get in the way of effective communication and second, to introduce tools and strategies that can help you respond effectively when you find yourself facing a Green Zone situation. To help you process the material at your own pace, the content is divided into two short videos. This allows you to pause, reflect, and revisit key ideas as needed to deepen your learning.



Let's begin by looking at barriers that can get in the way of resolving conflict:
Often when someone says or does something that feels uncomfortable or disrespectful, emotions go up, communication drops, and assumptions flood in to fill the gap.

Barriers to Effective Early Resolution Attempts



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If you recall from Module 1, barriers like assumptions, high emotions, and negative filters can get in the way of responding effectively to difficult situations, so it is important to take some time to reflect on how to best identify and overcome these barriers before moving forward.



Photo by Pixabay: <https://www.pexels.com/photo/adult-alone-autumn-brick-262075/>

Although emotions themselves are not necessarily a problem, the tone of voice and body language that often accompany high emotions can get in the way of effective communication. In addition, when we are overwhelmed by emotions like anger and frustration we are not at our best. These emotions can prevent us from communicating effectively and can distract us from hearing what the other person has to say.

Strategies for moderating emotions



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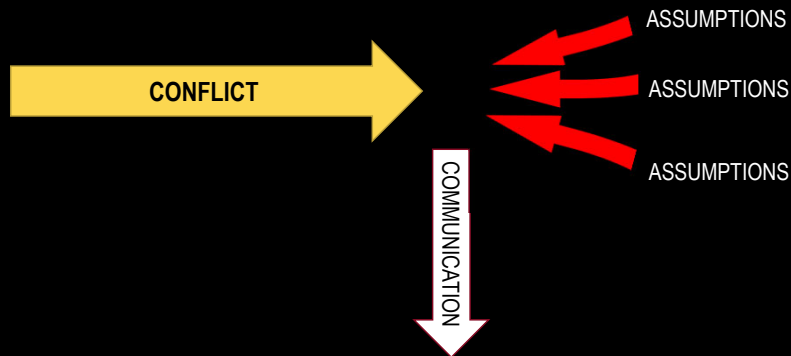


Photo by Kelvin Valerio: <https://www.pexels.com/photo/man-wearing-black-cap-with-eyes-closed-under-cloudy-sky-810775/>

There are a number of things that we can do to calm our high emotions and prevent them from acting as a barrier:

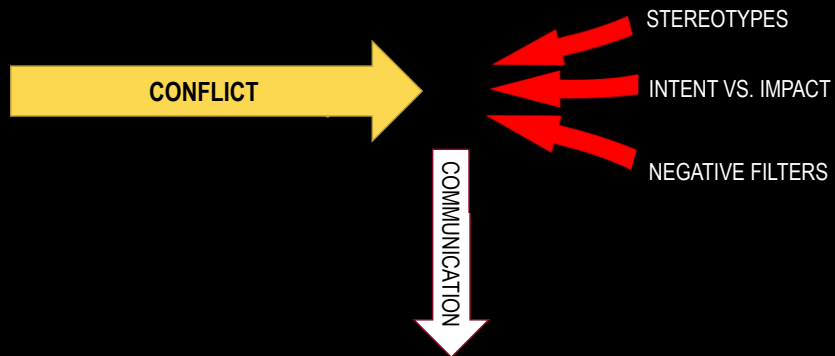
- Consider stepping step away from the situation and taking a deep breath. Taking time to calm down can keep you from saying something you will regret later.
- Figure what is going on for you. What are you actually feeling - fear, frustration, hurt, anxiety? Is it even this situation that is the root of the problem or is there something else weighing on your mind that is triggering this emotion?
- If you can take the time, go for a walk. Exercise can help moderate emotions.
- Finally, put it all into perspective – consider the big picture – and identify your goals? This can help you see past the emotions and focus on understanding the situation.

Consequences of Conflict



After acknowledging and processing the emotions that are present, it is important to consider the assumptions you may be making about the situation.

Consequences of Conflict



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Although there are many kinds of assumptions, some examples include assumptions based on stereotypes, assumptions about intent and impact, and negative filters.



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Assumptions involving stereotypes lead us to group people by traits like age, gender, race, or ability and predict their behavior based on those labels. Because stereotypes are everywhere—in media, social platforms, and everyday comments—they can influence how we think and interact without us realizing it. Even when they seem harmless, stereotypes limit our thinking and block real communication. They keep us from hearing what others truly say and may even stop us from addressing issues directly.”



Image generated by Microsoft Copilot

Some assumptions may center around impact and intent. Often, if someone says or does something that impacts us negatively, we assume that their behavior was intended to be hurtful, annoying or disrespectful when that may not be the case at all. It is important to acknowledge and put aside this assumption, before moving forward so we will be better prepared to listen.



Photo by Jonathan Oliveira

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Photo by Jonathan Oliveira: <https://www.pexels.com/photo/ray-ban-sunglasses-with-black-frames-386410/>

Assumptions involving negative filters often stem from past interactions. These filters make us focus on negative details and ignore positive ones, shaping how we interpret someone's words or actions and blocking resolution. Negative filters can be contagious—others' assumptions can influence us, and ours can influence them. That's why it's important to address concerns directly with the individual rather than sharing our assumptions with others.

The key to overcoming assumptions is awareness. Pause and ask yourself: *'What assumptions am I making?'*

Reflect:

Consider the situation that you have placed in the Green Zone:

- **What type of events might cause you to reassess the situation? How will you respond if these events occur?**
- What emotions are you bringing to this situation? Are they apt to keep you from communicating effectively? What steps can you take to prevent them from doing so? Do you need to discuss these emotions with someone before proceeding?
- What assumption have you made about the situation or the other person? Have you made assumptions based on stereotypes or assumptions about their intent? Are you viewing the situation through a negative filter? How can you put these assumptions aside? Do you need to discuss these assumptions with someone before proceeding?

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Let's consider now how you might apply the strategies outlined in this module to your Green Zone situation. Feel free to download and print off the Module 2 worksheet. Consider pausing this video to jot down your answers as we go through the questions. Let's begin.

Consider the situation that you have placed in the Green Zone:

- What type of events might cause you to reassess the situation? How will you respond if these events occur?

Reflect:

Consider the situation that you have placed in the Green Zone:

- What type of events might cause you to reassess the situation? How will you respond in that case?
- **What emotions are you bringing to this situation? Are they apt to keep you from communicating effectively? What steps can you take to prevent them from doing so? Do you need to discuss these emotions with someone before proceeding?**
- What assumption have you made about the situation or the other person? Have you made assumptions based on stereotypes or assumptions about their intent? Are you viewing the situation through a negative filter? How can you put these assumptions aside? Do you need to discuss these assumptions with someone before proceeding?

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- What emotions are you bringing to this situation? Are they apt to keep you from communicating effectively? What steps can you take to prevent them from doing so? Do you need to discuss these emotions with someone before proceeding?

Reflect:

Consider the situation that you have placed in the Green Zone:

- What type of events might cause you to reassess the situation? How will you respond in that case?
- What emotions are you bringing to this situation? Are they apt to keep you from communicating effectively? What steps can you take to prevent them from doing so? Do you need to discuss these emotions with someone before proceeding?
- **What assumption have you made about the situation or the other person? Have you made assumptions based on stereotypes or assumptions about their intent? Are you viewing the situation through a negative filter? How can you put these assumptions aside? Do you need to discuss these assumptions with someone before proceeding?**

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- What assumption have you made about the situation or the person? Have you made assumptions based on stereotypes or assumptions about their intent? Are you viewing the situation through a negative filter? How can you put these assumptions aside? Do you need to discuss these assumptions with someone else before proceeding?