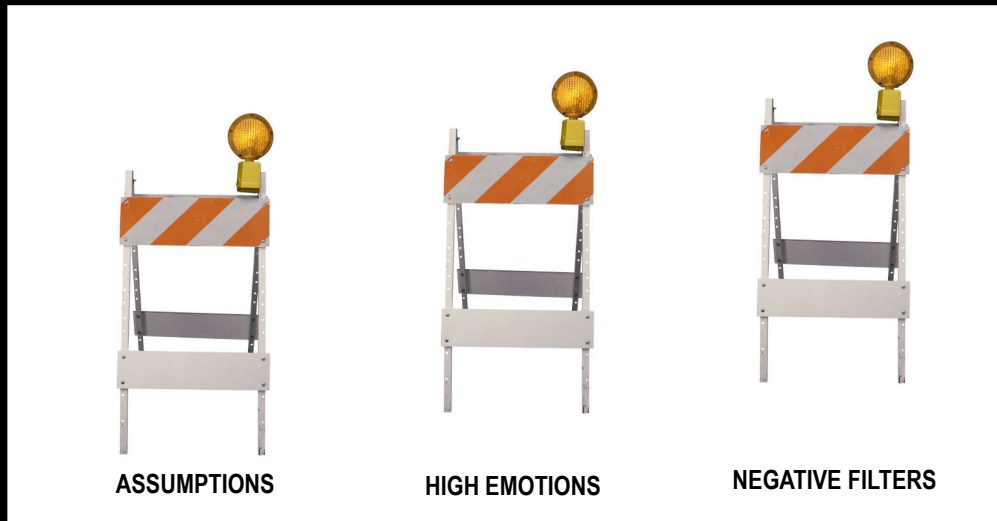


In the first video we looked at barriers that can get in the way of resolving conflict

## Barriers to Effective Early Resolution Attempts



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Specifically, we looked at identifying and addressing assumptions, moderating high emotions, and removing negative filters.

## Consequences of Conflict



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Once we have done this we can focus on communicating more effectively and finding constructive solutions. In this video we will look at tools that can help us do so.

## Seek Understanding



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

There are two simple tools that can make communication easier. They may seem basic, but that's intentional—you need tools you can use quickly, even when emotions and assumptions are present. With practice, these tools can become your default approach.

The first tool helps overcome assumptions by gathering more information: Seeking Understanding.”



Photo by Alexander Suhorucov: <https://www.pexels.com/photo/multiethnic-colleagues-discussing-contract-on-paper-6457490/>

Seeking understanding involves asking good questions so that we can understand the other person's perspective. When we ask questions rather than making statements, we also send the message that we care about the other person and want to resolve the situation in a way that meets everyone's needs. When asking questions, it is important to really listen – Don't let assumptions or thoughts of how you will respond distract you. A helpful practice is to periodically summarize what the other person has said and ask them to confirm whether you have understood correctly.

# Seek Understanding

- Can you help me understand what you meant when you said ABC?
- I'm not sure why you chose to do XYZ, can help me understand what was happening?

What does it sound like to seek understanding? I could sound like this,

- Can you help me understand what you meant when you said ABC?
- I'm not sure why you chose to do XYZ, can help me understand?

## Communicate Impact



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The second tool, communicating impact, helps you explain how someone's behavior affected you—without labeling them or their actions. The focus is on sharing your experience, not placing blame.

# Communicate Impact

When you ...

I felt ...

Could you ...

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In order to ensure that you focus on the impact the behavior has had on you rather than labelling the other person or their behavior, use this model to communicate impact.

You can modify the model to fit your needs but always double check that your focus is on communicating impact.



Photo by Seven 7: <https://www.pexels.com/photo/photo-of-two-men-talking-while-sitting-on-chair-2420585/>

How might it sound to communication impact? It could sound like this ...

- When you use that nickname, it feels disrespectful. Could you call me by my name instead?
- I felt frustrated when you interrupted me during the meeting,. Next time, could you please let me finish.
- When you sent the email without including me, I felt out-of-the-loop. Next time, please include me.
- When you changed the deadline without telling me, I felt stressed. Could you give me a heads-up next time?



Photo by Seven 7

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## Seek Understanding & Communicate Impact

1. Can you help me understand what you meant when you said .....?
2. May I share how your comment affected me?

1. I am concerned that what I said may have upset you.
2. Can you help me understand how my words impacted you?

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

Seeking understanding & communicating impact can be used separately or they can be used together as a communication power duo, like this ...

- Can you help me understand what you meant when you said .....?
- May I share how your comment affected me?

These tools can be used to clarify when someone says or does something that negatively impacts you, but they can also be used in situations when you may have negatively impacted by someone else, like this...

- I am concerned that what I said may have upset you.
- Can you help me understand how my words impacted you?

If you would like to explore more examples of how these tools can be applied, Part 3 is an Interactive Green Zone Scenario activity.

## Reflect:

Consider the two communications tools discussed: Seeking Understanding and Communication Impact. Could either of them be useful in this situation? Could they both?

- **What information do you not yet have about the situation? What questions can you ask to gain a better understanding of the other person's perspective?**
- How have you been impacted by the situation? How could you communicate that to the other person?
- Could you use these tools to assess how the other person has been impacted by your words or actions?

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Now consider the two communications tools discussed: seeking understanding and communicating impact. Could either of them be useful in this situation? Could they both?

- What information do you not yet have about the situation? What questions can you ask to gain a better understanding of the other person's perspective? Take some time to write these questions down now.

## Reflect:

Consider the two communications tools discussed: Seeking Understanding and Communication Impact. Could either of them be useful in this situation? Could they both?

- What information do you not yet have about the situation? What questions can you ask to gain a better understanding of the other person's perspective?
- **How have you been impacted by the situation? How could you communicate that to the other person?**
- Could you use these tools to assess how the other person has been impacted by your words or actions?

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- How have you been impacted by the situation? How could you communicate that to the other person? Use the model provided earlier to draft what you might say.

## Reflect:

Consider the two communications tools discussed: Seeking Understanding and Communication Impact. Could either of them be useful in this situation? Could they both?

- What information do you not yet have about the situation? What questions can you ask to gain a better understanding of the other person's perspective?
- How have you been impacted by the situation? How could you communicate that to the other person?
- **Could you use these tools to assess how the other person has been impacted by your words or actions?**

- Could you use these tools to assess how the other person has been impacted by your words or actions? Write down your thoughts for future consideration.



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Photo by Olya Kobruseva: <https://www.pexels.com/photo/question-marks-on-paper-crafts-5428836/>

Remember if you have any questions or concerns or if you would like to access any of the services offered by our office, contact Jeremy de Boer or Lynn Long.

In our next module we will be discussing Blue Zone strategies.