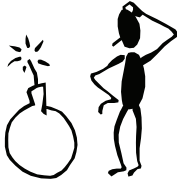




CONFLICT:  
YOU CAN RUN, BUT  
YOU CAN'T HIDE!

**American Academy of Cosmetic Dentistry**  
Presented by Mary O'Neill, MA, MFT  
May 8, 2008

# INTRODUCTION



**CONFLICT IS INEVITABLE!**

Handling Interpersonal Conflict:

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_
- \* \_\_\_\_\_

“Conflict management is about an acknowledgment and appreciation of differences.”

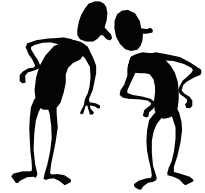
*- Mary O’Neill*

## GOALS

- 1. To accept human differences and conflict is inevitable.
- 2. To uncover the meaningful opportunities conflict may present.
- 3. To open the lines of communication.
- 4. To learn how to problem solve to resolve conflict.
- 5. To learn how to effectively handle difficult emotions and behavior.



“There is no such thing as a problem without a gift for you in its hands.”  
- Richard Bach



**LEARN TO TRUST THE VALUE OF CONFLICT**

**CONFLICT CAN BE BENEFICIAL BECAUSE:**

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_

**IF YOU GET WHAT YOU WANT, I CAN'T GET WHAT I WANT (WIN/LOSE)**

**Working Definition:**

\_\_\_\_\_  
\_\_\_\_\_

“We find comfort among those who agree with us –  
growth among those who don't.”  
- Frank Clark

**PRIMARY REASONS FOR CONFLICT:**

- 1. We have different interests
- 2. We have the same interests, which clash



## SETTING THE STAGE FOR EFFECTIVE PROBLEM SOLVING

1. Demonstrate concern for others
2. Separate the person from the problem
3. Create a "Plan B"

## FOUR STEPS TO PROBLEM SOLVING:

### 1. Is it a true conflict?

To determine if you have a true conflict, **learn to ask**: "Are my needs and interests at stake?"

### 2. Thoroughly analyze the conflict and openly communicate:

Understand yourself, understand others. Be understood. What are the real positions and interests of both parties? Prioritize interests.

### 3. Brainstorm Solutions:

Related to the primary interest of both parties (no evaluations or criticisms of ideas)

- a) Choose a solution that promotes the highest joint outcome.\*
- b) Try it for a specified time, then re-evaluate and re-adjust.

### 4. Unsuccessful? Try Again!

Repeat Steps 2 (focus on interests only) and 3 until:

- c) You find a solution
- d) Mediation appears to be the better alternative
- e) Walking away becomes the best option.

**\*Ask:** "Are my priority interests satisfied?"

If the answer is "No," you probably haven't found the best solution.

## Resolution Worksheet

**1. DESCRIBE THE CONFLICT:**

---

---

---

---

---

---

---

**2. YOUR POSITION**

---

---

---

---

---

---

---

**THEIR POSITION**

---

---

---

---

---

---

---

**3. LIST YOUR INTERESTS AND THE OTHER PARTY'S INTERESTS**

**YOURS**

---

---

---

---

---

---

---

**THEIRS**

---

---

---

---

---

---

---

**4. LIST SOME POSSIBLE SOLUTIONS.**

---

---

---

---

---

---

---

---

## CONFLICT ESCALATION



### FOUR CHOICES IN DEALING WITH ANGER:

1. Fight Back
2. Set a Boundary
3. Translate
4. Stuff It!

“Speak when you are angry and you will make the best speech you will ever regret.”

- Ambrose Bierce



---

---

# CENTERING

## Two Psychological Ways of Being:

1. Reactive
2. Responsive

“Conflict is a mind/body experience.  
Centering is a fundamental aspect of conflict.”  
- Thomas Crum

## How we Move from Reactive to Responsive:

1. Stop (“Oh, hello, habit energy...”)
2. Breathe (get centered)
3. Reflect (ask empowering questions)
4. Choose a Strategy (from a centered state)

## Five Questions to Increase Self-Awareness:

1. What am I thinking?
2. What am I feeling?
3. What do I need?
4. What is my intention?
5. What is my desired outcome?

## The six keys to a win/win solution:

1. Communicating openly and directly
2. Focusing on the issue at hand instead of personal issues and differences
3. Expecting people to be different (and respecting and valuing this)
4. Establishing ground rules for dealing with conflict, including providing feedback
5. Using the group to generate multiple alternative solutions
6. Be willing to:
  - A. empathize
  - B. go to the root problem
  - C. resolve the conflict



# Resolution Worksheet

**5. DESCRIBE THE CONFLICT:**

---

---

---

---

---

---

---

**6. YOUR POSITION**

---

---

---

---

---

---

**THEIR POSITION**

---

---

---

---

---

---

**7. LIST YOUR INTERESTS AND THE OTHER PARTY'S INTERESTS**

**YOURS**

---

---

---

---

---

---

**THEIRS**

---

---

---

---

---

---

**8. LIST SOME POSSIBLE SOLUTIONS.**

---

---

---

---

---

---

---